

AGENDA

WCESP Advisory Council Meeting

September 8, 2021, at 9:30 am – 11:00 am

In-Person w/ a Virtual Option

406 Justice Drive, Lebanon OH 45036 – Room 350

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m198cb5bff068740ef2b84bc176c3c3ce>

Meeting number: 179 617 4462

Password: 8CEtu34MJeJ

Join by phone

1-844-621-3956 United States Toll Free

+1-415-655-0001 US Toll

Access code: 179 617 4462

CALL TO ORDER / WELCOME	Chuck Peckham
APPROVAL OF MINUTES ❖ June 9, 2021, Minutes (Action Needed)	Chuck Peckham
QUARTERLY REPORTS ❖ Adult Protective Services ❖ Program Dashboard & Financial Report ❖ Provider Network Report	Kimberly Frick Ken Wilson & Carl McCullough Jennifer Lake
OLD BUSINESS ❖ Levy Update	Ken Wilson
NEW BUSINESS ❖ Transportation RFP Update ○ Service Specification Change (Action Needed) ❖ FY 2022 Budget Review (Action Needed) ❖ 2020 Impact (Annual) Report ❖ Home Health Aide App Demo ❖ Expiring Member Terms (Chris, Chuck)	LaTricia Long Carl McCullough Paula Smith Ken Wilson Chuck Peckham
HEARING THE PUBLIC	Chuck Peckham
ADJOURNMENT	Chuck Peckham

NEXT MEETING

December 8, 2021

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, JUNE 9, 2021 @ 9:30 A.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Chris Ellis Dave Gully Don Juszczyk John Lazares Matt Nolan Chuck Peckham Tiffany Zindel	Suzanne Burke Carl McCullough Randy Quisenberry Jaimie Robinson Stephanie Seyfried Paula Smith	Kimberly Frick, APS Konnie Hansen
<i>Excused:</i>	<i>Facilitator:</i>	<i>Scribe:</i>
	Chuck Peckham	Heather Junker
<i>Absent:</i>		

CALL TO ORDER

The June 9, 2021, meeting of the WCESP Advisory Council was called to order by Chuck Peckham at 9:34 a.m.

MISSION MOMENT

Suzanne presented the mission moment. COA has been recognizing home health aides who have been identified for providing great service by sending them a certificate. At this year's Forum on Aging, instead of giving traditional awards, COA recognized home health aides. The goal was to help elevate that recognition to a broader level so as the aide workforce shortage continues, it will put focus on the important work aides perform. The individuals were given a physical award as well as a cash prize. A committee identified the top three individuals to be awarded from a pool that Randy and his team have collected over the year. Heather shared a video highlighting this recognition.

APPROVAL OF MINUTES

Chuck Peckham asked for approval of the minutes from the March 31, 2021, meeting of the WCESP Advisory Council.

Motion: Chris Ellis made a motion to approve the minutes as presented.
Second: Tiffany Zindel seconded the motion.
Action: The minutes were unanimously approved as presented.

QUARTERLY REPORTS

Adult Protective Services

Kimberly Frick with Warren County Adult Protective Services gave a quick update. APS has been busier than normal receiving 107 new referrals in the past three months. Around 64 of those referrals were investigated as many of the other individuals referred were in the hospital. They have seen an increase of mental health cases in older clients who don't want to leave their home in order to receive treatment, an increase in cases of exploitation with family, and an increase of individuals who have not been able to establish services with a home health aide.

Chuck asked Kim if there was anything she needed from the council. Kim advised there wasn't anything aside from the home health aide shortage issue, but she knows everyone is already working on that. Tiffany added that the county is considering holding a job fair for some of their departments in the next couple of weeks. She suggested that maybe information could be included in regard to the need for home health aides and position openings. Matt advised the job fair will be the morning of June 24th. Suzanne asked Tiffany if Warren County was also having trouble filling positions at the county level. Tiffany informed that they do have several departments with several job openings.

Program Dashboard & Financial Report

Jaimie gave an overview of the Program Dashboard. The short-term clients that were receiving meals due to COVID have significantly decreased as the need has decreased in the community. There has been some growth in the ESP census which seems to be connected to Fast Track Home. The census isn't growing more than usual but is on an upward trend.

The changes between the clients disenrolled due to "needs otherwise met or no longer eligible" in quarter four and in quarter one is because of the short-term clients that were disenrolled in quarter four.

The average monthly cost per client has declined and continues to decline. Consumer directed care continues to grow while home care assistance is seeing a decrease. Both of these are related to the home health aide shortage. Chuck asked if the home care assistance is going down, not because the need is going down, but because the availability of caregivers is limited. Jaimie confirmed that is the reason for the decrease in that service.

Home medical equipment is increasing and is being more utilized. This is a new service for Warren County. Medical insurance doesn't cover a lot of different medical equipment and this service helps individuals get the items they need.

In Fast Track Home, referrals are being captured from each hospital system individually to demonstrate the program's reach. The infrastructure used in Hamilton County's Fast Track Home program does support Warren County's Fast Track Home Program because there are hospitals not in Warren County that are sending referrals to Warren County. The services most used by individuals on this program are home delivered meals, home care assistance, and electronic monitoring systems.

The average number of days between the intake call and the assessment is eight which is under the target. Out of 412 clients in quarter one, 122 of those were not matched with a home care assistance provider. It took an average of 3.73 referral attempts for those who were matched with a provider. Chuck asked Jaimie if she knew how many of these individuals were not being matched with a provider because of their acuity level versus the provider just not having the staff. Jaimie advised that those with personal care needs are less likely to be picked up even more so. It's a mixture of providers not having the staff in general and also not having the staff that are able to complete personal care tasks. Jaimie further explained that staff try to modify the care plan requests to meet what is available for home care assistance. However, some individuals are not able to be flexible with the type of care that they need. Don asked how many people were available to provide that level of care. Randy advised that is not something COA currently tracks but it can be looked into.

As a whole, the SASI scores are looking really good. For home delivered meals, there were around 250 clients surveyed, around 80 clients for medical transportation and around 300 clients surveyed for home care assistance.

Carl reviewed the financial report. Looking at the amount of spending from the levy through the first quarter, the program will need about \$6.6 million from tax levy appropriations. Compared to the budgeted amount of \$7.3 million, the program is \$754,000 under budget for the year. The Program has also received about \$593,000 from other funding sources such as Title III funding, State, and client copays this program year.

The total amount of projected expenses at the end of the 1st quarter is \$7.2 million. Compared to the budget, which is \$8 million, the program is projected to be under budget by \$865,000.

Looking only at purchase services, the program is projected to spend about \$5 million. Compared to the budgeted amount of \$5.8 million, the program is under budget by \$743,000.

The trends from the last Advisory Council meeting are still holding. Home Care Assistance is running under budget as the aide shortage is slowing services for new clients. Otterbein, which is the Adult Day facility in Warren County, is still closed for services. The spending in this report is based on if they reopen in the third and/or fourth quarter of this year. As of today, COA does not have any information on when they are planning on reopening. Don asked if this was due to COVID. Carl advised that it was, and he also believes they are in the process of completing some staffing changes.

Action: Randy to obtain the number of home health aides that currently work in ESP.

After Meeting Follow Up: Heather emailed the information to the Advisory Council.

Provider Network Report

Randy provided an overview of the Provider Network Report. COA worked with the local EMA's throughout the year to distribute PPE to the providers. There were 16 drive through distribution events for providers. The last event took place on 03/26 and over 50 providers showed up.

Randy advised that he will give an update on Home Care Assistance in more detail later in the meeting, but COA is thrilled with the response to the RFP that was put out.

Adult Day and Senior Center operations are challenging right now. Otterbein is looking to replace their Executive Director/RN and two aide positions. All of these openings are due to retirements.

The Transportation RFP will be published on 06/14. Randy and his team met with the care managers and providers to get feedback on how to improve the program. This RFP is almost ready to publish with a contract start date of October 4th.

COA received \$160,000 in funding for 2021 for the Senior Farmers Market. To date, 18 seniors have signed up in Warren County. Participating markets are Blooms and Berries, Pleasant Plains Farmer's Market and Deerfield Farmer's market.

Restaurant Meals are still going really well. A total of 8,530 comfort meals have been delivered to Warren County seniors and a total of over 85,000 comfort meals have been delivered since this program began in April 2020. COA has received national recognition for the Comfort Meal Program and was awarded the Alliance of Information and Referral System (AIRS) Award in the category of disaster preparedness.

Central Connections has named Keith Crothers as the new Executive Director and Randy will be meeting with him next week.

COA has three RFPs planned this year: Transportation, Home Care Assistance (which was posted in quarter 1) and Minor Home Modifications. The RFP evaluations will have four categories: Financial Analysis and Stability, Organization and Capabilities overview, Personnel, Staffing and Training and their Pricing. COA puts in the criteria what they expect bidders to provide when submitting their proposal.

Randy shared some service excellence awards.

Provider Quality Report- Semiannual

Randy gave a brief overview of the Provider Quality Report. The number of clients being served in Home Care Assistance is at its lowest point in the last couple of years at 759 clients. A lot of the reason for this is due to staffing shortages. The number of clients receiving home delivered meals is at its highest level.

As previously mentioned, the number of home medical equipment is growing, and being a new service, this really demonstrates the need for it.

The SASI surveys are given twice a year to all clients. Randy reviewed the number of SASI's that were received for each provider. The overall scores for Home Care Assistance were good. Randy and his team have implemented bi-weekly meetings with the providers and have seen the benefit in these. Performance has improved and the number of complaints has dramatically dropped. Supervisors from ESP as well as from Helping Hands meet to discuss potential challenges they see with clients. This allows for the care manager to intervene if necessary or for the Helping Hands staff to be able to help with any challenges the care manager may be having. Helping Hands stated they have never seen this relationship with COA be as strong as it is right now.

The Home Delivered Meals SASI scores are always very high. COA is working with Central Connections as they were a little low in their scoring. Randy will be meeting with their new Executive Director to review these scores.

Transportation SASI scores are also very high.

Five-Year Levy Projections

Suzanne reviewed the five-year levy projections. There hasn't been any significant change. It is still projected at the end of 2021 to have roughly an \$11 million carryover into the new levy period. COA has been tracking this way for some time now in terms of overall being under the total available funds for this levy and having a good carryover to bring into the next levy cycle. The plan is to not ask for an increase. Client growth is anticipated as being 1,797 at the end of this year. Tiffany asked when the renewal needs to be placed on the ballot as the renewal resolution is already prepared and has been reviewed by the prosecutor's office. Suzanne advised that she would find out when the deadline is to get that on the ballot.

Chuck expressed concern over how much is too much in the levy fund balance and if there are other ways to effectively utilize these resources to help solve the home health aide shortage problem. Tiffany agreed as this is a conversation had in regard to other levy balances and that there has been effort to recognize this by including some of these other programs such as medical equipment and Fast Track Home. She feels there are probably other ways to utilize these funds, but as the program grows, the funds need to be on hand to sustain whatever it is that has been implemented. Jaimie added that it's important to also consider that if the program were to be able to staff everyone for home care assistance, there also needs to be funds to sustain that. Chris also added that he is also experiencing the issue with not being able to find individuals to work for his company.

Suzanne suggested that maybe the council could consider helping to market a home health aide app once it is ready to go. From the pilot down in Warren County, raising wages is not sufficient in getting more home health aides into the market. COA has partnered with LiveWell, a non-profit started by Proctor and Gamble and is affiliated with the University of Cincinnati, to look at the gaps and what else can be addressed in a different way other than wages. They have done a lot of research and ultimately, one of the biggest barriers was scheduling. They recommended the development of an app that would allow aides to do direct scheduling of their clients. COA has a developer on board, and this is currently in process. The target is to try to bring more people into the market. For instance, someone may be a consumer directed care provider because of a friend or family member that needs their help. They may be able to provide service to other individuals in their direct vicinity but there is no vehicle to help identify those individuals. This app will be ready for use in the ESP program at the end of this year. COA has invested about \$1.4 million of discretionary funds into the development of this.

At the next meeting, Suzanne advised COA can give a presentation on the app as the development is pretty far along now. This app has GPS tracking that will verify the aide has been there for the time they say, and the client or caregiver will be able to approve that certain tasks were completed. A match feature is being built to help better match clients and aides together. Suzanne recently gave a demonstration to the Ohio Department of Medicaid Director as they are having the same problem at the State level.

Market Penetration

Suzanne reviewed the market penetration. Market penetration has continued to decline over the years and is settling right around 35%. Chuck prompted the question as to why the market penetration is down and where the program would be from a funding perspective if it were back up to 50%. Tiffany added that she will be interested to see the census data once it's released just to see where Warren County is at in terms of population and age. Don asked if it could be COVID related. Jaimie expressed that in 2020 interest was down during peak COVID times and now the program is playing catch up. Individuals who delayed coming to ESP are saying yes now. If there was an impact, the program would start to see it now.

OLD BUSINESS

Preliminary Fast Track Home Pilot Evaluation

Stephanie presented the Preliminary Fast Track Home Pilot Evaluation. The data presented was from September 1st, 2020, through March 31st, 2021. The goal is to request for Warren County Fast Track Home to be a permanent program where COA will provide the administration, intake, and all care management functions and for the amended contract to be final starting November 1st, 2021.

The program helps individuals stay in their homes and communities longer, helps create smooth transitions from one care setting to another, support for family caregivers and connects people to unbiased information, advice, and community resources.

The value of Fast Track Home is the modernization of ESP, allows more Warren County seniors to be served for the tax dollar, encourages personal responsibility, engagement, and self-management skill, and utilizes the Coleman Model, which is an evidence-based care transitions model.

There have been 80 clients as of March 31st. The average length of stay is 55 days, and the target is 60 days or below. COA has a regional collaboration across multiple hospital and skilled nursing facility settings. Some of these are new partnerships such as Atrium for example. Suzanne added that there is a need and a certain level of unfamiliarity possibly in the community of the ESP program because people are enrolling after coming out of the hospital into ESP and/or a Medicaid program. Tiffany asked how this compares to the surrounding counties that COA works with. Jaimie explained that Warren County gets to benefit from the infrastructure that was developed in Hamilton County. When Hamilton County launched, relationships had to be developed, and some hospitals didn't want to participate. This infrastructure has taken time to build and is now very robust. Stephanie added that Clinton County is smaller but there has been the same kind of success as Warren County.

There are around 18 to 21 enrollments into Fast Track Home on average. Projections show that the annual cost of the program is \$1,240 compared to an annual cost of \$4,008 in ESP. The national average of readmission rate is 17% and with Fast Track Home, that rate falls to an average of 10%. Chuck asked if there was a target on what to achieve in lower the readmission rates. Stephanie explained that the target is 8 to 10%.

COA surveyed the FTH clients and received 12 responses back. Overall, the clients were very pleased with their service and the staff.

Levy Update

Suzanne provided a brief update on the levy. Ken is in the process of getting the campaign committee together. The committee meetings are also in process of being scheduled.

Home Care Assistance RFP Results

Randy gave an update on the Home Care Assistance RFP. COA had planned to do this in 2020 but it was placed on hold due to COVID. The RFP was published on 02/03, bids were due back by 03/12 and there was a bidder's conference in between. The seven providers that were serving Warren County previously all submitted proposals and were awarded contracts. COA also awarded contracts to four additional providers: A Best Home Care, Always There Home Care, LCD Home Health Agency, and Senior Helpers of Southern Ohio. All of the new providers have been onboarded which includes precertification, CareDirector training and quality management training.

COA did an analysis to see what impact this RFP would have on the budget. The average cost went up \$1.08 an hour across the board. This is an annual increase of \$55,947 for 2021. For 2022, it will come out to an annual increase of \$78,872.

NEW BUSINESS

Caregiver Respite

Jaimie reviewed Caregiver Respite. This is an opportunity that COA is pursuing as there is additional federal funding through Title III-E. This funding is usually spent on Adult Day services but since this was underutilized due to COVID, this gives an opportunity to find other ways to support caregivers. COA has always had a caregiver support program and starting this summer, there will be respite stays offered for caregiver's short term to give them a break. Caregivers can work with the Caregiver Support RN to find a facility that the caregiver recipient can stay at for a short period of time. COA will then reimburse the caregiver for the cost of that stay. Respite can be taken once a year for roughly seven days. This can be taken all at once or in smaller respite stays.

Jaimie also quickly discussed Medicare Advantage Plans. These plans are growing in number, and they offer services similar to the elderly services program. COA is making sure that seniors are not receiving services that could be covered by their Medicare Advantage Plan by adding a Benefit Specialist position to review these opportunities. This will assist the program and levy to ensure that each client is receiving services from ESP as a payor of last resort.

Home Delivered Meals Service Specification Changes

Randy gave a brief overview of the Home Delivered Meals Service Specification changes. The dates were changed to reflect the 2020-2025 Dietary Guidelines for Americans. Also added was the option for providers to use a code for the production date instead of an actual date. Clients were confusing the production date with the use by date and throwing out good food. Providers can still use the production date if they choose to do so but now, they have another option. Communication around the drivers and care managers was streamlined if the client is not home.

Motion: Dave Gully made the motion to approve the Home Delivered Meals Specification Changes.

Second: Chris Ellis seconded the motion.

Action: The Home Delivered Meals Specification Changes were unanimously approved.

Minor Home Modification Service Specification Changes

Randy gave a brief overview of the Minor Home Modification Service Specification changes. The old specifications had a \$3,500 lifetime limit which was removed. Requirements for certain jobs were changed. For example, instead of “must” be painted, it was changed to “should” be painted as most of the time ramps are made with pressure treated wood that can’t be painted for six to nine months. Language was added to make sure that pictures are absent of any HIPAA information.

Motion: Dave Gully made the motion to approve the Minor Home Modification Specification Changes.

Second: Chris Ellis seconded the motion.

Action: The Minor Home Modification Specification Changes were unanimously approved.

ESP Name Change

Paula discussed an ESP name change. Some members of the Butler County ESP Advisory Council suggested changing the name of the program because they feel the word “elderly” reflects an ageist view of aging. Looking at the research and trends right now, they are correct. Words like elderly, old, and senior have fallen out of favor in recent years. COA has been making a real effort to not use those words but instead use “older adult”. Changing the name of a program is a serious step especially when the program has been in some counties 20 plus years. ESP is not only a name that older adults might recognize, but it’s also a name that’s recognized from other community members.

Some of the factors to consider: the program has been in some communities for over 20 plus years, and the phrase “help our elderly” is used when trying to pass tax levies in the counties. While some older adults don’t like the use of these words, they do tug at the heartstrings of people when they’re thinking about voting for an issue. By using the same name for the program across all four counties, this saves costs for printed materials and things like that. To continue these cost savings, a program name change should apply to all counties. There are several levies coming up on the ballot this year and next. There is a two-year break in the levy cycle after 2022 and the recommendation is to wait until that time to look at this issue. Possibly do some focus groups to see what names really resonate with people. The group agreed to wait until then to discuss again.

Conflict of Interest Disclosure

Chuck quickly reviewed the conflict-of-interest disclosures. Matt Nolan is on the Warren County Community Services Board, Chris Ellis owns and operates a home care company that contracts with COA, and Dave Gully’s daughter in law works for COA.

HEARING THE PUBLIC

There were no individuals present from the public who wished to speak.

ADJOURNMENT

There being no further business, the meeting adjourned at 11:14 a.m.

NEXT MEETING

September 8, 2021



**Warren County ESP
Program and Financial Report
Quarter 2, 2021 (Apr. - Jun. 2021)**

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 2, 2020), census decreased by 47 clients (from 1,807 to 1,760) or -2.60%.
 - 1. Short-term clients excluded, census decreased by 30 clients (from 1,790 to 1,760) or -1.68%
- B. Compared to last Quarter (Quarter 1, 2021), census decreased by 33 clients (from 1,793 to 1,760) or -1.84%.
 - 1. Short-term clients excluded, census decreased by 33 clients (from 1,793 to 1,760) or -1.84%.
- C. Quarter-end census, new enrollments, and disenrollements include clients aged 60 and over who are receiving short-term services as a result of the pandemic.

Year	2020	2020	2021	2021
Quarter	Q3	Q4	Q1	Q2
Short-term Clients Added to Census	1	1	0	0
New Short-term Client Enrollments	11	1	0	0
Disenrolled Short-term Clients	10	18	1	0

2. Fast Track Home Census Trends

- A. Average length of stay decreased 3 days to 52 days compared to Quarter 1, 2021 (from 55 to 52).
- B. New Enrollments increased from Quarter 1, 2021 to Quarter 2, 2021 (from 34 to 48).
- C. Total clients who transferred into ESP from FTH decreased by 10 from Quarter 1, 2021 (from 23 to 13).

3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$6.5 million through the second quarter, as compared to the budgeted amount of \$7.3 million. The variance is under budget by \$870,447 or 12%.
- B. Total Expenses: The projected expenses incurred through the second quarter is \$7.1 million as compared to \$8 million in the budget. The variance is under budget by \$905,419 or 11%.
- C. Purchase Services: The projected expenses for in-home services were lower by \$857,329 or 15% as compared to budget.

Quarter-End Census by Program

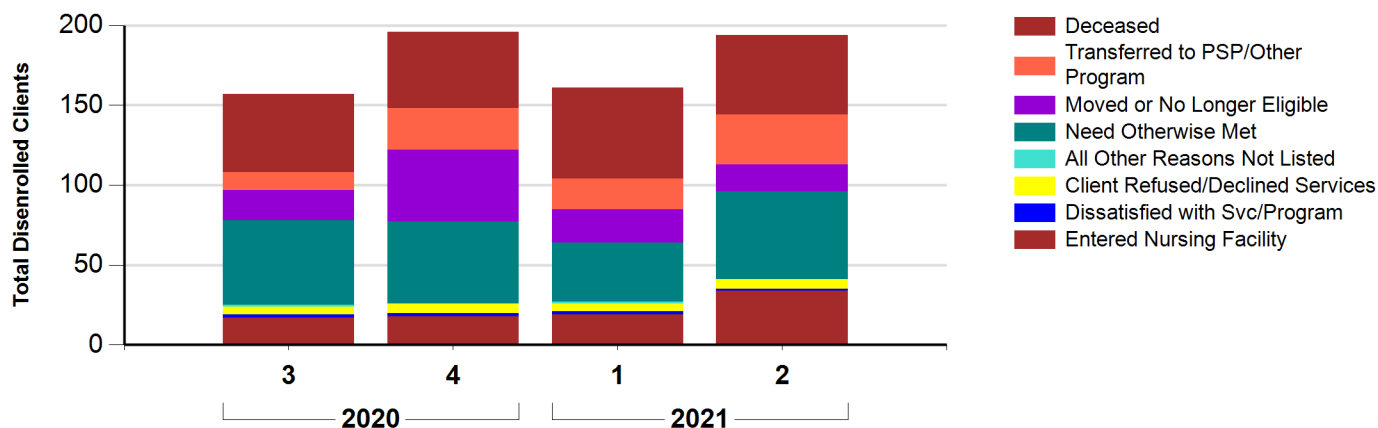
Year	2020		2021	
Quarter	3	4	1	2
ESP	1,804	1,753	1,793	1,760
FTH	0	20	21	34
Medicaid Programs	309	337	343	366
Passport	37	38	42	46
Assisted Living	27	36	40	47
Molina	95	100	100	99
Aetna	150	163	161	174

Quarter-End Census, New Enrollments, and Disenrollments¹

Year	2020		2021	
Quarter	3	4	1	2
Quarter-End Census	1,804	1,753	1,793	1,760
New Enrollments	165	119	198	159
Disenrollments	157	196	161	194

Disenrollment Outcomes

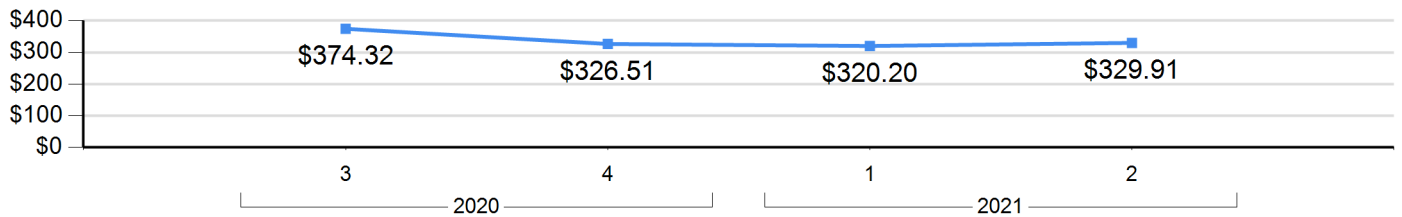
Year	2020		2021	
Quarter	3	4	1	2
Deceased	49	48	57	50
Transferred to PSP/Other Program	11	26	19	31
Moved or No Longer Eligible	19	45	21	17
Need Otherwise Met	53	51	37	55
All Other Reasons Not Listed	1	0	1	0
Client Refused/Declined Services	5	6	5	6
Dissatisfied with Svc/Program	2	2	2	1
Entered Nursing Facility	17	18	19	34
Total	157	196	161	194



¹ Q3 '20 - Q2 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.

Warren County ESP
Quarter 2, 2021 (Apr. - Jun. 2021)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2020		2021	
Quarter	3	4	1	2
Consumer Directed Care	39	46	51	53
Electronic Monitoring	1,139	1,113	1,105	1,092
Home Care Assistance	840	816	756	755
Home Delivered Meals	977	975	982	948
Home Medical Equipment	0	8	15	18
Medical Transportation	128	133	138	128
Other Services	61	56	77	84
All Services (Unduplicated)	1,954	1,923	1,951	1,947

Units Billed by Service Group¹² *Please see the notes page for unit of measure descriptions by service.*

Year	2020		2021	
Quarter	3	4	1	2
Consumer Directed Care	2,756	3,616	4,405	4,855
Electronic Monitoring	3,488	3,497	3,388	3,387
Home Care Assistance	24,054	20,646	20,395	20,177
Home Delivered Meals	67,128	67,557	62,746	61,380
Home Medical Equipment	0	11	19	20
Medical Transportation	1,179	1,234	1,204	1,170
Other Services	171	147	187	232

Dollars Paid by Service Group (Purchased Services)¹²

Year	2020		2021	
Quarter	3	4	1	2
Consumer Directed Care	\$42,704	\$50,321	\$64,790	\$69,902
Electronic Monitoring	\$63,269	\$63,759	\$61,485	\$61,794
Home Care Assistance	\$608,402	\$507,659	\$500,912	\$519,907
Home Delivered Meals	\$730,712	\$501,222	\$482,993	\$469,401
Medical Transportation	\$62,326	\$65,299	\$65,229	\$67,455
Other Services	\$31,708	\$37,501	\$56,559	\$56,018
All Services	\$1,539,122	\$1,225,762	\$1,231,968	\$1,244,476

¹ The 14-day meal box service is not included in distinct clients and units billed until November of Quarter 4, 2020.

² Other Services includes adult day facilities, many of which are still closed, while others began limited openings in May of Quarter 2, 2021.

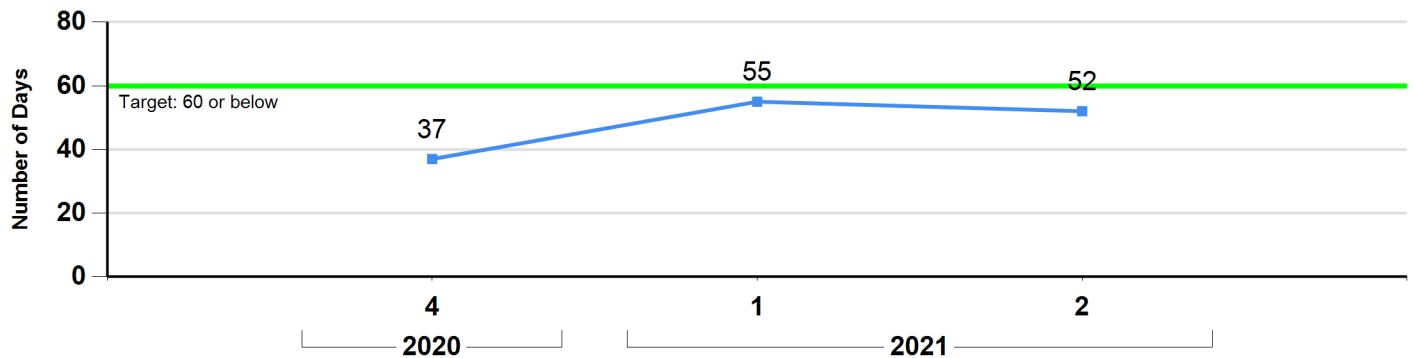
Total Clients Served, New Enrollments, Disenrollments

	2020		2021	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
New Enrollments	6	34	34	48
Disenrollments	0	19	34	35
Clients Transferred to ESP	0	7	23	13
	0.00%	36.84%	67.65%	37.14%

Enrollment by Setting

	2020		2021	
Enrollment Setting	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Community	0	1	0	2
Mercy Hospital Network	1	1	0	1
Premier Health Atrium	0	0	4	2
The Christ Hospital	0	1	1	1
TriHealth Hospital Network	2	6	8	10
University of Cincinnati Hospital Network	0	3	2	4
Other Hospital	0	3	3	1
Skilled Nursing Facilities	2	8	11	7
Rehabilitation Facilities	0	0	2	11
Not Captured	0	1	0	4
Total	5	24	31	43

Average Length of Stay



Warren County ESP FTH
Quarter 2, 2021 (Apr. - Jun. 2021)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2020		2021	
Quarter	3	4	1	2
Electronic Monitoring	0	8	12	23
Home Care Assistance	1	15	14	13
Home Delivered Meals	4	21	32	28
Home Medical Equipment	0	5	7	18
Home Modification	0	2	4	7
Medical Transportation	1	2	4	0
All Services (Unduplicated)	5	30	45	59

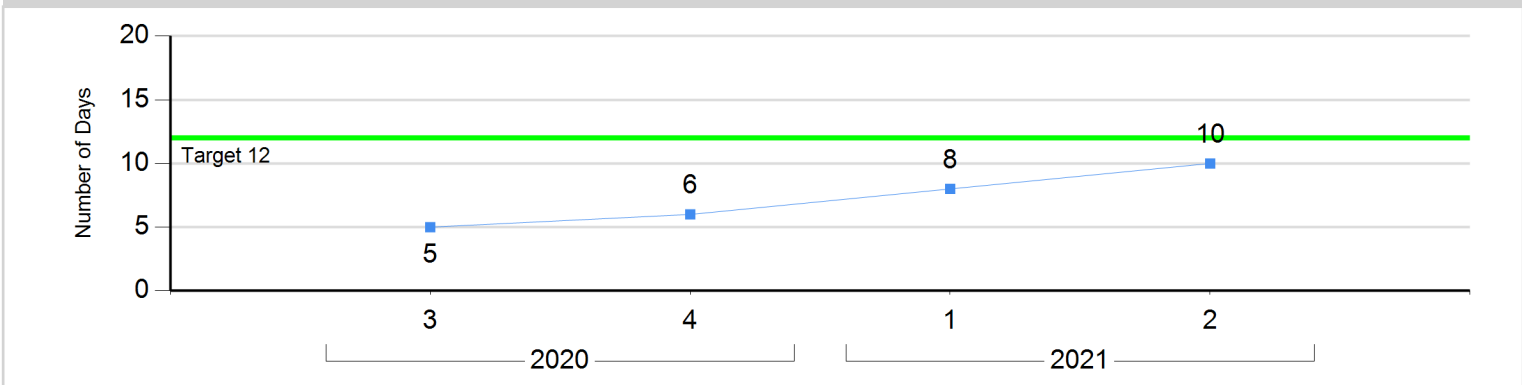
Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2020		2021	
Quarter	3	4	1	2
Electronic Monitoring	0	11	20	34
Home Care Assistance	2	151	184	90
Home Delivered Meals	37	688	1,057	797
Home Medical Equipment	0	7	8	24
Home Modification	0	2	4	7
Medical Transportation	2	11	18	0

Dollars Paid by Service Group (Purchased Services)

Year	2020		2021	
Quarter	3	4	1	2
Electronic Monitoring	\$0	\$206	\$408	\$799
Home Care Assistance	\$46	\$3,552	\$4,322	\$2,193
Home Delivered Meals	\$277	\$5,302	\$8,070	\$6,071
Home Medical Equipment	\$0	\$574	\$483	\$1,760
Home Modification	\$0	\$750	\$1,200	\$2,900
Medical Transportation	\$98	\$593	\$922	\$0
All Services	\$420	\$10,977	\$15,405	\$13,724

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	# Clients in Need of HCA	# Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	Avg. # of Referral Attempts per Client
2020	3	382	87	23%	2.36
2020	4	355	68	19%	2.89
2021	1	412	122	30%	3.73
2021	2	486	118	24%	4.34

Home Delivered Meals - Client Satisfaction Survey Results

Year	2020		2021	
Quarter	3	4	1	2
Overall Satisfaction	97.74%	98.37%	98.85%	99.09%
Good Choice of Meals Available	94.88%	95.49%	94.87%	98.01%

Medical Transportation - Client Satisfaction Survey Results

Year	2020		2021	
Quarter	3	4	1	2
Overall Satisfaction	96.13%	98.91%	98.82%	98.87%
Service Returns Client Home Promptly	93.42%	96.83%	96.47%	100.00%

Home Care Assistance - Client Satisfaction Survey Results

Year	2020		2021	
Quarter	3	4	1	2
Overall Satisfaction	91.40%	94.22%	93.27%	93.73%
Aide is Dependable	92.91%	93.19%	93.93%	91.40%

¹ Due to the enrollment process changing as a result of the pandemic, the variables associated with this metric have been adjusted as of Q3, 2020.

Warren County ESP
Quarter 2, 2021 (Apr. - Jun. 2021)

FINANCIALS: based on actual revenue & expenses as of June 30, 2021¹

	Annual Actual	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$6,474,218.19	\$7,344,665.66	-\$870,447.47	-11.9%
Federal Funding				
Title III C2 - Home Delivered Meals	\$172,737.92	\$127,715.00	\$45,022.92	35.3%
Title III E - Caregiver Support	\$101,773.28	\$109,941.00	-\$8,167.72	-7.4%
Nutrition Services Incentive Program (NSIP)	\$154,074.26	\$196,967.34	-\$42,893.08	-21.8%
FastTrack Home Pilot Program	\$69,798.00	\$70,000.00	-\$202.00	-0.3%
State Funding				
Alzheimer's	\$3,292.90	\$2,927.00	\$365.90	12.5%
Senior Community Services	\$43,403.26	\$36,166.00	\$7,237.26	20.0%
Interest				
Earned	\$230.00	\$997.00	-\$767.00	-76.9%
Client Contributions				
Client Donations	\$22,371.00	\$15,354.00	\$7,017.00	45.7%
Co-Pays Received	\$100,451.00	\$143,036.00	-\$42,585.00	-29.8%
Total Revenue	\$7,142,349.80	\$8,047,769.00	-\$905,419.20	-11.3%
Expenses				
Operating Expenses				
COA Administrative	\$491,178.40	\$491,178.00	-\$0.40	0.0%
Intake & Assessment	\$80,076.00	\$92,717.00	\$12,641.00	13.6%
Case Management	\$1,405,120.40	\$1,533,404.00	\$128,283.60	8.4%
FastTrack Home Pilot Program	\$246,848.00	\$154,014.00	-\$92,834.00	-60.3%
Total Operational Expenses	\$2,223,222.80	\$2,271,313.00	\$48,090.20	2.1%
Purchased Services				
Home Care Services	\$2,046,133.00	\$2,571,544.00	\$525,411.00	20.4%
Independent Living	\$43,840.00	\$27,608.00	-\$16,232.00	-58.8%
Electronic Monitoring	\$247,490.00	\$265,276.00	\$17,786.00	6.7%
Minor Home Modifications	\$129,902.00	\$122,250.00	-\$7,652.00	-6.3%
Major Housecleaning	\$5,600.40	\$6,245.00	\$644.60	10.3%
Pest Control	\$5,169.60	\$5,765.00	\$595.40	10.3%
Home Medical Equipment	\$46,438.00	\$63,272.00	\$16,834.00	26.6%
Home Delivered Meals	\$1,891,882.00	\$1,942,915.00	\$51,033.00	2.6%
Adult Day Service	\$3,991.00	\$143,266.00	\$139,275.00	97.2%
Adult Day Transportation	\$0.00	\$21,783.00	\$21,783.00	100.0%
Medical Transportation	\$267,668.00	\$393,834.00	\$126,166.00	32.0%
Consumer Directed Care	\$231,013.00	\$212,698.00	-\$18,315.00	-8.6%
Gross Purchased Services	\$4,919,127.00	\$5,776,456.00	\$857,329.00	14.8%
Gross Program Expenses	\$7,142,349.80	\$8,047,769.00	\$905,419.20	11.3%
Client Census	1,746*	1,882	-136	-7.2%
Cost of Services per Client	\$229.43	\$259.52	\$30.09	11.6%

¹ Budget includes a 5% contingency in the event of changes to client enrollment and program cost assumptions.

* Projected year-end census.

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
 - 1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
 - 1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Refused or Declined Service, Eviction, Health/Safety, and Unable to Meet Client Need.
 - 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
 - 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

- A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.
- B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.
- C. Home Care includes homemaking, personal care, companion, and respite services.
- D. Other Services includes Environmental Services, Non-Medical Transportation (Hamilton only), and Independent Living Assistance (Hamilton only).
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. FTH Census Trends

- A. Clients Enrolled in ESP is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.
- B. Community Enrollment may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

4. FTH Service Trends

- A. Other Services includes Non-Medical Transportation and Pest Control.

5. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Months
- C. Electronic Monitoring - Number of Months
- D. Home Care - Number of Hours
- E. Home Delivered Meals - Number of Meals
- F. Medical Transportation - Number of Trips

- 6. **N/A:** This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

Warren County Provider Network Report September 2021

Personal Protective Equipment (PPE)

Providers had an opportunity to complete a survey to report their PPE needs/requests. Supplies will be delivered from ODA and are expected to begin late September or early October. Items available include gloves, masks, gowns, and face shields. This is a supplemental supply source for providers.

Home Care Assistance (HCA)

HCA providers continue to experience staffing/aide shortages. We continue to meet with providers to look for ways to streamline our processes to meet the needs of our clients.

Adult Day and Senior Center Operations

Otterbein Lebanon Adult Day Service has completed the hiring of new staff and they are working on a re-opening plan, but the center remains closed at this time. 741 Senior Center and Congregate meal sites re-opened in July. Attendance is slowly increasing.

Transportation

Please see the handout for the update of the ESP Medical and Non-Medical Transportation RFP.

Senior Farmers Market Nutrition Program

22 farm markets or farmers are participating in the 2021 program year. Blooms and Berries Farm Market, Deerfield Farmers Market, and Pleasant Plains Farm Market in Warren County are accepting coupons. There are 95 seniors from Warren County participating in the program. Total participant count = 1938, up from 1105 last year. Community outreach - Jennifer Lake RDLD: The Lebanon Channel - Feelin' Good Lebanon with Shelly Abrams, WMKV 89.3 Maple Knoll Radio Network - Healthscope with George Zahn, and Medicare Moment with Lisa Dalga and 55KRC radio - Simply Medicine with Angenette Levy. Program year ends 10/31/2021.

Restaurant Meals

The COA Restaurant Meal program continues to deliver comfort meals to Hamilton, Butler, Warren, and Clinton counties for seniors who may be experiencing continued isolation or food insecurities during the Pandemic. We have the following participating restaurants in Warren County: Frisch's and Quatman's Café. Funded through Cares Act Funding and sponsored programs with Humana and Pro Seniors.

Since the creation of the Comfort Meal program in April of 2020, a total of 11,824 restaurant meals have been delivered to Warren County seniors. 4864 in 2020 and 6960 through August 2021.

Provider updates

Central Connections is searching for a New Executive Director. Ann Munafo is the acting Interim Executive Director.

Structural Compliance Reviews (SCR)

Most ESP providers also provide services under the PASSPORT program where we are contracted by the state to do compliance reviews. This allows us to leverage PASSPORT resources to minimize expenses to the levy. During the pandemic there have been a lot of disruptions to operations and burden on our providers. COA has been working to minimize the burden during 2021 by utilizing the PASSPORT Structural Compliance Review (SCR) and doing a closer review with ESP audit tasks in instances where the provider has a significant finding or sanction or other identified risk. Providers who only provide ESP services will receive an ESP specific SCR during 2021.

2021 Request for Proposal (RFP)

Home Care Assistance – posted in Quarter One

Transportation – posted in Quarter Two

Minor Home Modifications – proposed to be posted Quarter Three

ESP Medical Transportation RFP Summary Warren County Elderly Services Program September 2021

ESP Medical and Non-Medical Transportation Request for Proposal:

The Butler, Clinton and Warren County ESP Medical and Non-Medical Transportation Request for Proposals (RFP) was published on June 14th with a proposal due date of July 14th. Please keep in mind that Medical Transportation is the only transportation service offered in Warren County. The ESP Medical Transportation contract is scheduled to have an effective date of October 1, 2021.

Service Specification and Rate Structure Changes:

Service specification changes were discussed and approved during the March 2021 WCESP Advisory Council Meeting.

The RFP proposed to change the rate structure from a bid service to a fixed rate service for ambulatory, non-ambulatory and stretcher service. Providers had the ability to submit bid rates for the type of service they could provide as well as designate their ability to furnish transportation in-county (within Warren County), out-of-county (example a Warren County resident needing transportation to Hamilton County), and out-of-territory which would be a location outside of COA's 5 five county area.

Contracted Network Changes:

1. Ten proposals were received for the three counties. There were no bidders for stretcher service.
2. Across the three-county region, 100% of the existing providers are being offered contracts. Returning as a transportation provider for Warren County is:
 - a. Central Connections
 - b. Meda-Care Transportation
 - c. Universal Transportation Systems
 - d. Warren County Community Service
3. The following two providers will be added in Warren County:
 - a. Kemper Shuttle
 - b. Valley Transport

Financial Impact:

Projections from the fixed rates submitted from bidders resulted in an additional annual expense of \$63,000 in year one. Years 2-5 similarly resulted in higher expenses. We believe the rates came in higher as bidders sought to cover inherent risks due to rising fuel costs, balancing the returns of shorter versus longer distance trips, and the nature of a locked in, fixed rate. However, the increases demonstrated that the structure as proposed was not the most cost effective model.

After careful consideration of the higher cost to implement a fixed rate service structure to ESP transportation providers, COA has made the decision to continue to award Transportation provider contracts as a bid service. We streamlined the bid process considerably with a goal of having the new provider contracts in effect by October 1, 2021.

ELDERLY SERVICES PROGRAM (ESPSM)

MEDICAL TRANSPORTATION SERVICE SPECIFICATION

2021

EFFECTIVE October 2021 (CCESP) (WCESP)

ELDERLY SERVICES PROGRAM

MEDICAL TRANSPORTATION

SERVICE SPECIFICATION

TABLE OF CONTENTS

<u>SECTION TITLE</u>	<u>SECTION</u>	<u>PAGE</u>
Objective	1.0	1
Unit of Service	2.0	1
Provider Requirements.....	3.0	1
Training	4.0	5
Driver Requirements	5.0	7
<i>Appendix A</i>		9
<i>Appendix B</i>		12
<i>Appendix C</i>		13

MEDICAL TRANSPORTATION SERVICE SPECIFICATION

1.0 OBJECTIVE

- 1.1 Medical Transportation is a service designed to enable a client to gain access to medical appointments specified by the client's plan of care, when medical transportation is not otherwise available or funded by state plan Medicaid or any other source. Whenever possible, clients must use family, neighbors, friends or community agencies to provide this service.
 - (a) Transportation may be provided to the pharmacy after the completion of a medical appointment.
 - (b) Transportation services are not provided when a client has been under anesthesia or when a client is being admitted to or discharged from a hospital or rehabilitation facility.

2.0 UNIT OF SERVICE

- 2.1 A unit of service is a "one-way" trip.
- 2.2 ~~The unit rate is the price established from the RFP process and stated in the current provider contract for the "one-way" trip.~~
The unit rate is the price quoted for the "one-way" trip.
- 2.3 The unit rate must include, but not be limited to, all administrative costs, training and other costs associated with maintaining a fleet of vehicles.
- 2.4 Additional units require prior authorization from Care/Case Management.
- 2.5 Transportation of a companion/assistant with advance notice to the provider is to be accommodated with no cost for the companion/assistant.

3.0 PROVIDER REQUIREMENTS

Provider requirements include the following:

- 3.1 The Provider must furnish evidence of a service back-up plan to provide service when a driver is unavailable or when a vehicle becomes disabled.
- 3.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.10.1 of the Ohio Revised Code.

- 3.3 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.
- 3.4 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 3.5 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the state highway patrol, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in Appendix A of this rule, as applicable to the vehicle inspected.
- 3.6 The Provider must assure that all vehicles are easily identifiable with the Provider's name.
- 3.7 The Provider must assure that all vehicle drivers have identification badges or uniforms identifying them as employees of the Provider.
- 3.8 Service Delivery
 - (a) Assist in escorting the client, as necessary, safely from the client's door to the vehicle and from the vehicle to the street level entrance of the destination point. The driver must perform the same transfer assist service when transporting the client back to the client's residence. All hands-on escorting of passengers including entry and exit of the vehicle must be done in compliance with training received.
 - (b) Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in Appendix B on a daily basis.
 - (c) Transfers of a passenger who remains in a wheelchair must be conducted in a safe manner.
 - (d) All transportation providers/drivers are expected to arrive at the pick-up/drop-off location at the predetermined time with the correct vehicle type. All transportation services are expected to have on time arrivals and departures. Acceptable limits for the service are +/-10 minutes.
 - (e) There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.
 - (f) Transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged.

Substantiated reports may result in corrective action.

- 3.9 The Provider must maintain documentation for each episode of service delivery that includes
- (a) A description of the service provided
 - (b) The date
 - (c) The location of the pick-up
 - (d) The time of the pick-up
 - (e) The location of the delivery
 - (f) The time of the delivery
 - (g) The name and signature of the driver
 - (h) Name and signature of the client to whom transportation services were provided.

An exception to the requirement for client signature is allowed for Adult Day Service (ADS) transportation Providers who may use the client's signature for attendance in ADS services that includes transportation to and from ADS.

4.0 TRAINING

- 4.1 The Provider must assure and document in driver's file, prior to transporting clients, that each driver meets all of the following requirements:
- (a) Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Agingsm.
 - (b) Evidence of return demonstration on:
 - (i) Client escort/transfers;
 - (ii) Wheelchair lift operation; and
 - (iii) Restraint application
 - (c) Training on Universal Precautions

- 4.2 Within six months of hire, all drivers must have one of the following passenger assistance training courses:
- (a) A certificate of completion of the Passenger Assistance Safety and Sensitivity (PASS) Training <https://ctaa.org/pass/>. A refresher course is required every three years thereafter.
 - (b) A certificate of completion of the DRIVE Training <http://www.coaaa.org/cms/education/drive-training>. A refresher course is required every three years thereafter.

5.0 DRIVER REQUIREMENTS

The Provider must maintain documentation that all medical transportation drivers have the following:

- 5.1 At least two years of verified licensed driving experience; and the driver has the ability to understand written and oral instructions and document services delivered.
- 5.2 A current and valid driver's license with fewer than six points against the driver issued under Chapters 4506 or 4507 of the Ohio Revised Code or their equivalent if the operator is a resident of another state;
- 5.3 Assurance that drivers:
 - (a) Maintain a safety checklist that includes items listed in Appendix C of this rule that must be completed by the driver prior to transporting client(s).
 - (b) Maintain service logs or trip sheets daily as defined in Section 3.10.
 - (c) Hands-on assistance as outlined in Section 3.8 (a).
- 5.4 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
- 5.5 Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.
- 5.6 Provide the results of a chemical test or tests of the driver's blood, breath, or urine conducted at a hospital or other laboratory licensed by the Ohio Department of Health for the purpose of determining the alcohol and drug content of the

applicant's blood, breath and/or urine.

Note: An applicant/employee with a valid ambulette license or EMT/First responder certification is deemed to meet the requirements in Sections 4.0, 5.0 and the ESP Free Database Reviews and Criminal Records Check rules. The Ohio Medical Transportation Board verifies the above requirements every three years.

TRANSPORTATION

Appendix A

Required Annual Inspection Elements for Vehicles. Apply to all vehicles.

- A. Seating
 - 1. All seats must be securely fastened to the floor.
 - 2. No broken tubing or protruding pieces of metal should be around seats.
- B. Defrosters and heaters
 - 1. Must operate as designed.
 - 2. Heater cores must be clean and free of leaks and obstructions to the flow of air.
 - 3. Hoses must not have cracks or leaks and must otherwise be in good condition.
 - 4. Fan guards must be metal or plastic.
- C. Windshield wipers/washers
 - 1. Must operate as designed.
 - 2. Wiper blades in the vehicle operator's field of vision must be clean.
 - 3. Wiper blades must not be brittle or badly worn.
- D. The floor must be metal and intact without holes.
- E. Mirrors
 - 1. Must have at least one rear view interior mirror that is properly secured and in proper placement.
 - 2. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
 - 3. Prismatic lens must be properly installed.
 - 4. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).
- F. Emergency Equipment
 - 1. Three red reflectors must be stored in the vehicle.
 - 2. The vehicle must have a five-pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on section 10 of the National Fire Protection Association. The fire extinguishers must be securely mounted near the vehicle operator for easy access.
 - 3. The vehicle must be equipped with a first aid kit.
- G. Brakes
 - 1. Must be properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
 - 2. Tail exhaust pipes must be properly secured to prevent dropping on brake lines.

3. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac and hose connections must be free of fluid leaks.
4. Vehicles using air brakes: reservoirs, chambers, valves, connections and lines must be free of air leaks.
5. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
6. All moisture ejection valves must be free of leaks and in proper working order.

H. Emergency Brake

1. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
2. If the emergency brake is located on the drive shaft, the brakes shall:
 - a. Hold the vehicle in parked position;
 - b. Be properly mounted; and,
 - c. Have cables that are properly lubricated and not hazardously worn.

I. Steering Gear

1. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.
2. The steering gear assembly, power steering unit, brackets and mounting bolts must be securely fastened.
3. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
4. Tie rod ends must function properly.
5. Tires must not rub any chassis or body component in any position.

J. The horn must operate as designed

K. Windshield/windows

1. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
2. Plexiglas may not be used to replace safety glass.

L. Emergency Door (Applicable to Bus-Type Vehicles)

1. The door must be able to open to its maximum width without catching or binding.
2. All handles must be permanently installed.
3. Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
4. The safety buzzer must operate as designed and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
5. The door must be free of temporary or permanent obstructions.
6. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.

M. Springs/Shocks Must Be Intact and Properly Mounted

N. Tires

1. Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.
2. Retread tires should not be located on the steering axle.
3. Must be free of irregular wear, cuts, bruises, and breaks.
4. Must be balanced and in proper alignment.
5. All lugs must be present and fitted tightly on tires.
6. All tread types must match mated tires.

O. Exhaust System

1. Must be intact and operating as designed.
2. All pipe and muffler joints must be properly welded or clamped.
3. Exhaust manifolds must be free of cracks and missing bolts.

P. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

Q. The vehicle body condition must be intact and free of broken parts that can cause injury.

R. Gas Tank:

1. Must be free of rust/damage and /or leaks.
2. Must be securely mounted.

S. The seating area and aisle must be free of debris

TRANSPORTATION

Appendix B

Required Daily Wheelchair Lift Inspection Elements

For each day services are provided, Providers must complete and document an inspection of the wheelchair lift prior to any client serviced that day according to these specifications:

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift is properly secured to the vehicle when stored.
8. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift any time repairs are necessary.

TRANSPORTATION

Appendix C

Required Vehicle Safety Checklist Elements

Vehicle ID:

Odometer:

Date:

Interior:

Clean Appearance
Seats (tears, loose armrests, etc.)
Seat Belts
Wheelchair Restraints
Wheelchair Lift Ramp (good condition & secure)
Cargo Barriers (secure & in place)
Floor Coverings (safe & clean)
Electrical/Mechanical:
Brakes
Heater/Air Conditioning/Defroster
Horn
Gauges (oil, fuel, temperature, etc.)
Two-way communication device
Windshield wipers & washers
Jack & tire tools
Emergency Brake
Lights:
 Headlights: high & low beams
 Taillights, Marker Lights
 Brake Lights
 Turn Signals (front and rear)
 Backup Lights
 4-Way Hazard (front and rear)
 License Plate Light
 Interior Lights

Exterior:

Identification of Provider name
No Body Damage
Clean Appearance
Mirrors (Adjusted and Clean)
Windows (Clean)
Doors (Operable from In/Outside)
Door Locks (Operable)

Winter:

Shovel

Non-Corrosive Traction Material (sand or clay litter)

Blankets

Fluids:

Engine Oil

Brake Fluid

Engine Coolant

Power Steering*

Automatic Transmission*

Fuel

Windshield Washer

Battery

Belts & Hoses:

Fan

Alternator

Heater Hose

Radiator

No Leaks under Vehicle

Tires:

Inflation

Wear

Sidewall or Tread

Damage

Spare

Emergency Equipment Available:

Biohazard Kit

First Aid Kit

Flares or Reflector Triangles

Fire Extinguisher

**Must Be Checked At Operating Temperature*

Warren County Elderly Services Program
Draft Budget
January 1, 2022 - December 31, 2022

				<u>% Change</u>	
	<u>Total 2022 Proposed Budget</u>	<u>2021 Budget</u>	<u>2021 Projected</u>	<u>2022 Budget to 2021 Projected</u>	<u>2022 Budget to 2021 Budget</u>
Revenue					
Warren County Levy					
Levy Appropriations	\$ 7,140,101	\$ 7,344,666	\$ 6,474,217	10.3%	-2.8%
Total County Levy Funding	7,140,101	7,344,666	6,474,217	10.3%	-2.8%
Client Co-Payment	101,792	143,036	100,451	1.3%	-28.8%
Client Donations	23,018	15,354	22,371	2.9%	49.9%
Interest Income	250	997	230	8.7%	-74.9%
Total Title III and State Funding	392,151	543,716	545,080	-28.1%	-27.9%
Total Revenue	\$ 7,657,312	\$ 8,047,769	\$ 7,142,349	7.2%	-4.9%
Expenses					
Client Services					
Intake & Assessment	\$ 96,021	\$ 92,717	\$ 80,076	19.9%	3.6%
Care Management	\$ 1,441,169	\$ 1,533,404	1,405,120	2.6%	-6.0%
Fast Track (Pilot)	\$ 436,374	\$ 154,014	246,848	76.8%	183.3%
Provider Services	\$ 5,216,400	\$ 5,776,456	4,919,127	6.0%	-9.7%
Total Client Services	7,189,964	7,556,591	6,651,171	8.1%	-4.9%
COA Administration	467,348	491,178	491,178	-4.9%	-4.9%
Total Expenses	\$ 7,657,312	\$ 8,047,769	\$ 7,142,349	7.2%	-4.9%
Contract subtotal					
Intake & Information	\$ 96,021	\$ 92,717	\$ 80,076	19.9%	3.6%
Case Management	1,441,169	1,533,404	1,405,120	2.6%	-6.0%
Total Contract Amount	\$1,537,190	\$1,626,121	\$1,485,196	3.5%	-5.5%

Average Daily Census for 2022 is projected to decrease by 2% from 2021 year end Projections
A 5% contingency is added to account for deviations in client enrollment and cost assumptions.

Client Stats

2020

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.

2,466

CLIENTS
SERVED



70%
FEMALE



30%
MALE



56%
LIVE ALONE

86%
AGE 70+



1,095 DAYS
AVG TIME ON
PROGRAM



\$413/mo
OUT-OF-POCKET
MEDICAL EXPENSES

\$2,202

MEAN MONTHLY
INCOME

Success Stories

Mason's Quatman Café partners with COA on comfort meal program

During the pandemic, Council on Aging (COA) has partnered with many area restaurants, including minority and family-owned businesses, to provide special meals to area low-income older adults. Quatman Café, with a location in Mason, is a partner in COA's award-winning Comfort Meal Program.



When Ohio Gov. Mike DeWine issued stay-at-home orders in March 2020, COA began hearing from older adults who were afraid to go out for groceries and other necessities. Others found themselves without their regular support network. Many who contacted COA had never before needed help.

"We learned from past emergency situations that food quickly becomes an urgent need for older adults," said Council on Aging CEO, Suzanne Burke. "We didn't want supply chain or staffing issues to interfere with our ability to provide meals to older adults, and we knew they might be asked to shelter-in-place for quite a while."

FastTrack Home supports older adults and caregivers during pandemic

With a full-time job, three grandchildren to look after and an elderly father to care for, Shelley's plate was full. When her father, Wayne, 82, was admitted to the hospital and diagnosed with heart issues and COPD complications, it threw her for a loop.



While he was in the hospital, the family's situation worsened. It was discovered that Wayne was COVID-positive and, without realizing it, had passed it to Shelley. Shelley's required quarantine period meant she would be unable to care for her father as he was being discharged home from the hospital. She worried about his meals, cleaning and personal care. "It was a very stressful and desperate time for me," Shelley remembers.

Council on Aging's FastTrack Home program, now available through Warren County's Elderly Services Program, provided support to help Wayne recover safely at home.

Provider network adapts to serve during the pandemic

As the Area Agency on Aging for southwestern Ohio, Council on Aging (COA) contracts with nearly 300 area businesses and organizations to deliver critical in-home care services to more than 27,000 older adults and people with disabilities in COA's service area – including nearly 3,000 in Warren County.



During the pandemic, COA and its provider network adapted programs and services to protect staff, providers and clients. While adult day care centers, senior centers and congregate meals sites were closed in accordance with state orders, other services, including home-delivered meals, transportation and homecare assistance, continued without interruption.

Demand for certain services, like housekeeping and personal care, fluctuated based on spikes and declines in COVID-19 infection rates. But other services, such as home-delivered meals, saw an increase in demand. For example, COA service providers delivered nearly 1.8 million home-delivered meals in FY 2020 – a 32 percent increase over the previous year.

To read these full success stories and more, scan the code with your mobile device or visit www.help4seniors.org/WCESP2020



Warren County ESP services are funded by a special tax levy. ESP does not supplant care provided by families but rather secures the necessary additional care the family is unable to provide. ESP expects families to take responsibility to care for family members to the fullest extent possible. ESP does not discriminate on the basis of age, gender, race, color, religion (creed), sexual orientation, gender expression or identity, national or ethnic origin (ancestry), marital status, or disability.

Expenses and 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 88 percent of ESP's funding. The most recent tax levy was approved by 75.76 percent of voters in 2016. The 1.21-mill levy costs property owners \$34.18 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 10 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (47 percent of clients make a co-payment based on their income*).

Revenue

Federal and State (via Council on Aging)	\$703,184
Client Donations and Co-payments	\$149,910
Warren County Elderly Services Levy	\$6,290,987
TOTAL REVENUE	\$7,144,081

Expenses

SERVICE**	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,378	21,602 months	\$1,389,485
Home-Delivered Meals	1,343	290,658 meals	\$2,136,560
Electronic Monitoring System	1,338	13,304 months	\$252,970
Home Care Assistance	1,157	87,960 hours	\$2,170,029
Medical Transportation	239	4,648 one-way trips	\$240,584
Minor Home Repairs	89	99 repairs	\$99,932
Consumer-Directed Care	58	12,625 months	\$189,044
Independent Living Assistance***	50	541 hours	\$33,840
FastTrack Home Care Management	40	N/A	\$34,543
Adult Day Services	20	451 days	\$21,473
Environmental Services****	6	6 jobs	\$18,290
Adult Day Transportation	4	185 miles	\$4,412
Home Medical Equipment	1	1 item	\$1,281
Intake and Assessment	N/A	N/A	\$78,688
Administration	N/A	N/A	\$472,950
TOTAL EXPENSES			\$7,144,081

Additional Expenses

Warren County Commissioners distributed \$48,750 in funds from the senior services levy to the Warren County Department of Human Services' Adult Protective Services Unit.

*When calculating the percent of clients who have a copayment, individuals who receive only home-delivered meals are excluded because Federal requirements prohibit charging a copayment for this service. The percent of clients with a copayment is higher in 2020 because more individuals received home-delivered meals as their only service due to the pandemic.

**Services listed in order of clients served.

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

****Pest control, major housekeeping and waste removal.

Welcome

I expect that you are as happy as I am that 2020 is behind us now. For the Elderly Services Program (ESP), the COVID-19 pandemic was one of the biggest challenges we have ever faced. The older adults that we serve are extremely vulnerable to the disease and suddenly found themselves stuck at home, many unable to access groceries and other crucial supplies.



ESP became a lifeline for many of these neighbors as we joined with partner organizations to provide food, masks, supplies and other support. For example, Warren County older adults received nearly 3,200 emergency food boxes (each containing a 14-day supply of food) during the pandemic.

The pandemic made it clear that many of our older community members need supportive services to help keep them safe and independent at home – where they prefer to live. ESP provides this – meals, transportation, homemaking assistance, electronic monitoring devices, caregiver respite and more. As our county’s population ages, the need for these services will only grow.

That’s why 2021 is an important year for ESP. The senior services levy that provides 88 percent of the funding for the program will expire at the end of the year. For almost 20 years, Warren County voters have overwhelmingly supported the levy, making it possible for ESP to provide this compassionate and cost-effective care to one of Warren County’s greatest resources: our older adults. To continue with this tradition of care, voters will be asked to support the senior services levy when they vote in November.

We have a lot to share with you – more than will fit within this paper report. I hope you will also scan the QR code or visit the website to read more about our successes during such a challenging year.

Sincerely,
Charles W. Peckham, Jr.
Chairperson, 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
Charles W. Peckham, Jr., Chair; Dr. Don Juszczuk, Vice Chair; Dave Gully, Secretary; Chris Ellis; John Lazares; Matt Nolan; Tiffany Zindel



Administered by Council on Aging
4601 Malsbary Drive, Blue Ash, OH 45242
(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

What Is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 60 and older to remain safe and independent in their homes by providing help with certain activities of daily living (bathing, cleaning, cooking, transportation and more), 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 by an in-home assessment and a professional care manager 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 under a contract with COA. ESP is a compassionate and cost-effective alternative to nursing home care.

COST TO TAXPAYERS: **\$284** Monthly costs for ESP services **VS** **\$6,000+** Monthly costs for nursing home care

What Is COA’s Role?

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 2020:



49,574

requests for information and referral fulfilled



1,230

individuals throughout COA’s service area were provided support to transition from one care setting to another



\$583,408

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



552

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

WARREN COUNTY

Elderly Services Program

ANNUAL REPORT

2020

