



## **Butler County Elderly Services Program (BCESP) Services Committee Meeting**

September 10, 2020

1:30 pm – 3:00 pm

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### **AGENDA**

- |  |                   |
|--|-------------------|
| 1. Call to Order                         | Katy Abbott       |
| 2. June 11, 2020 Minutes (Action Needed) | Katy Abbott       |
| 3. Provider Network Report               | Randy Quisenberry |

### **OLD BUSINESS**

- |  |               |
|--|---------------|
| 4. Value Rating for Home Delivered Meals | Ken Wilson    |
| 5. Virtual Caregiver Technology          | Sharon Fusco  |
| 6. Senior Farmers Market Program Update  | Jennifer Lake |
| 7. Fast Track Home                       | Ken Wilson    |

### **NEW BUSINESS**

- |                                   |             |
|-----------------------------------|-------------|
| 8. COVID Impact on Services       | Ken & Randy |
| • Adult Day Center Sustainability |             |
| • Restaurant Program              |             |
| • Hero Pay for HCA                |             |

### **ADJOURNMENT**

### **NEXT MEETING:**

December 10, 2020

# Butler County Elderly Services Program (BCESP)

## Services Committee Meeting

June 11, 2020

### Committee Report

**Present:** Katy Abbott, Mag Baker, Christine Maticic, Jennifer Roth, Jared Wojcikowski, Ken Wilson, Randy Quisenberry, Jennifer Lake

**Call to Order:** The June 11, 2020 meeting of the BCESP Advisory Council Services Committee meeting was called to order at 1:35 p.m. by Katy Abbott.

**Approval of Minutes:** Katy Abbott called for a motion to approve the December 12, 2019 BCESP Services Committee Minutes with a correction needed to the adjournment time.

**Motion:** Jared Wojcikowski made a motion to approve the minutes as presented.

**Second:** Katy Abbott seconded the motion.

**Action:** The October 3, 2019 minutes were unanimously approved with a correction needed to the adjournment time

**Action:** Heather Junker to update the adjournment time to reflect 2:43pm instead of 4:29pm.

**After Meeting Follow Up:** Heather Junker updated the adjournment time from 4:29pm to 2:43pm.

### **Provider Network Report:**

Randy discussed how we are helping individuals in the community with the 14-day meal boxes and the Restaurant Program. COA, with the help of the National Guard, disbursed 14-day meal boxes which include proteins, fruits vegetables and snacks. The first round was completed by March 31<sup>st</sup>, the second was completed by May 1<sup>st</sup> and the third round is being prepared for either August or September.

The Restaurant Program was started back in March as we wanted to get in front of this in case there were any supply chain issues. COA has teamed up with LaRosa's and the Taste of Belgium. LaRosa's delivered 529 meals to date in Butler County and Taste of Belgium delivered 1,309 meals to date. On June 15, Frisch's will be added to help provide meals to senior buildings in Butler County. COA has received thank you cards from some of the senior buildings that received these meals. Katy asked to get pictures of the cards.

**Action:** Heather Junker to provide pictures of the cards to the Services Committee.

**After Meeting Follow Up:** Heather emailed the pictures to the Services Committee.

Katy asked if these meals were a donation. Ken explained that COA will be reimbursing them with Federal Funding.

2020 RFP Updates: All scheduled 2020 RFP's have been postponed at this time. We did not want to place an unnecessary burden on the providers serving our clients. Additionally, uncertainty with the economy is not conducive for getting good pricing.

The ERS contract with Guardian Medical Monitoring was extended for another year at no increase in pricing.

Randy reviewed the Executive Summary Report of all the audits and reviews provider services conducted in 2019.

## **OLD BUSINESS**

### **Seniors Farmers Market Update:**

Jennifer gave an update on the senior farmers market. It is moving at a slower pace than it would in a normal situation. There have been several changes the last few months-- some of them coming from ODA and some of them have been local. We've had to get creative on how this program would work this year due to the Coronavirus. One of the directions we are taking is trying to coordinate delivery of fresh produce to some of the senior buildings as this will help limit exposure out in the community for the seniors. Garver Farms will be helping complete some of those produce drops. We are also looking at assigning a proxy to have someone go pickup their produce for them. Normally the program works on a coupon basis where they would be distributed out at community events. We are relying on applications coming through the mail or through our website. Signatures are being waived at this time to help make it easier. We have started to receive some applications and coupons should start to go out in July. We are hoping to get at least 1,300 seniors in Butler County to participate in the program.

### **Service Improvements:**

Ken discussed the various service improvements that COA has been working on. COA was awarded a competitive Federal grant for transportation in Hamilton County. This new program for on-demand transportation will allow seniors to schedule transportation when they need it to where they need it. Prior ESP surveys have shown that utilizing the current transportation, individuals are getting to their appointments on time but have had to wait a long time to get picked back up. This program will help eliminate that issue and it's planned to start by January 2021. Once the program is up and running, an evaluation will be done to see if it can and should be introduced in Butler County.

COA has been in collaboration with LiveWell to help bring innovation to our current programs by looking at how would we build ESP today if it were a new program. Staff is currently experimenting with virtual case management visits. Consumer directed care enhancements are being explored. The CDC model needs to be updated as it currently relies on the senior to already know someone who can provide their care. Technology is being explored to help seniors be matched with a caregiver and then to help keep them linked directly with that caregiver.

COA is looking into providing Family Caregiver Training utilizing augmented reality (AR) and virtual reality (VR). This can be to teach how to transfer someone, how to give a bath safely, etc. COA will be testing loaning out this equipment for training in the Fast Track Home program. Ken's goal is to be able to share more about this at the next meeting.

### **Follow Up from March Cancelled Meeting:**

Home Delivered Meals Star Rating: Ken had planned to introduce this at the March meeting. This is being placed on hold as the current process will not work in the current COVID-19 environment. The

case manager's need to make in-home visits to review this process with the clients but are only completing virtual or phone visits at his time. The plan is to circle back around to this once we are on the other side of COVID-19. Katy inquired as to what the apprehension is with reviewing this process with the clients virtually. Ken agreed that this was something that we can investigate and see if it would be feasible.

Electronic Monitoring Systems List: Ken asked if there were any questions about the list that was distributed at the previous meeting. The report included a breakdown of the equipment options. There were no questions.

### **NEW BUSINESS**

COA administers the Title XX program for Butler County and it recently came up for bid this year. It integrates well with the Elderly Services Program and is designed for individuals not eligible for the Elderly Services Program, or any other funding source. COA submitted an RFP and we were notified that COA was awarded the contract for another three years.

### **HEARING THE PUBLIC**

No individuals from the public requested to speak.

### **ADJOURNMENT**

With no further business to discuss, the Butler County Services Committee adjourned at 2:43 p.m.

### **NEXT MEETING**

September 11, 2020

## Butler County Provider Network Report September 2020

### Home Delivered Meals

Our Provider Network has done a tremendous job working through this difficult year. There have been no disruptions in services due to a shortage of food supplies or a shortage in drivers. Providers have embraced the “all hands on deck” mentality to getting these regular Home Delivered Meals to their clients on a daily or weekly basis. When a provider has reported a few drivers being out, Provider Management has stepped up to take over those routes.

On June 24<sup>th</sup>, we hosted a Home Delivered Meal (HDM) provider meeting. The virtual meeting was attended by all of our HDM providers. We had an open conversation and a great exchange of ideas. Several providers shared their best practices working through the challenges brought on by COVID-19.

Central Connections showed significant improvement in their Service Adequacy Satisfaction Instrument (SASI) scores. Although there were not a large volume of surveys taken, Central Connections scored 100% satisfaction on all eight survey questions asked.

### 14-Day Emergency Meal Boxes

Council on Aging directed all providers of Home Delivered Meals, and our contracted caterer, to put together a 14-day emergency shelf-stable meal boxes. The initial round of the emergency meal box deliveries were completed in March 2020. The second round was completed by May 1, 2020. So far this year 3,698 emergency meal boxes have been delivered to Butler County seniors.

A third round of these emergency meal boxes are scheduled for delivery in September and October of 2020. The third round of delivery will be based on client need. A recent survey of numerous clients in all counties revealed 80-90% of clients reported they would like to receive an additional box. For the third round of these deliveries, the clients may choose to not accept the emergency meal box. Declined meal boxes will then be returned and used at a later date as needed.

## **Restaurant Meals**

The COA Restaurant Meal program continues to deliver comfort meals to Butler County seniors who may be experiencing continued isolation during the COVID-19 pandemic. LaRosa's, Taste of Belgium, and Frisch's restaurants continue to provide these meals to seniors in the following senior buildings:

Petty Plaza	Freedom House
Henry Long Tower	Sherman Manor
Dayton Lane Gardens	Trinity Manor
J. Ross Hunt Tower	Dublin House
The Townhouse	Harding House
Central Connections	Anthony Wayne
Belle Tower	Mayfield Village
Talaforde Manor	

Butler County senior buildings have received 3,433 restaurant meals to date. COA delivered 1,207 LaRosa's meals, 1,448 Taste of Belgium meals, and 778 Frisch's meals.

## **Expansion of Restaurant Meal Program**

In June, the COA Restaurant Meal Program expanded to include small restaurants, with an emphasis on Minority Based Enterprises, or MBEs. COA is committed to help small, minority owned businesses where we can through these very challenging times.

On Friday, August 21<sup>st</sup>, I visited a Butler County minority owned restaurant; Neal's BBQ in Hamilton, Ohio. They have a terrific menu and a great location downtown, just two blocks from the Government Services Center in the heart of German Village. I spoke with the owners, Mike and Deborah Neal. Mike and Deborah are very excited to partner with COA in this initiative. They are putting together three meal choices and working on pricing. We will begin delivering meals from Neal's BBQ in September.

We also established agreements with two African American owned restaurants, Chef Anthony Jordan of Invito Personal Chef, and C and M BBQ Grill. We initially started with these restaurants in Hamilton County, and will be expanding into Butler County in September.

Another expansion to the program was our collaboration with La Soupe. La Soupe is preparing a meal plan of a 16-ounce bowl of soup, a bakery item, and a special treat. Special treats could be a fruit compote or a protein bar. La Soupe deliveries will begin in Butler County in September.

## **Personal Protective Equipment (PPE)**

Provider Services continues to collaborate with the various County Emergency Management Agencies (EMAs) to secure and distribute PPE to our Providers. We want

to do whatever we can to keep our clients safe, and we do this by protecting the frontline staff providing services.

The Butler County Emergency Management Agency (EMA), and Director Matt Haverkos, have been extremely supportive with this initiative. Butler County EMA has provided us with PPE on four different occasions throughout the pandemic.

Provider Services has prepared a survey that is distributed to all providers. The survey results tell us which specific PPE items are running low or out of for providers. Provider Services Auditor, Katie Massengale-Burke then summarizes the needs, and Polly Doran communicates this information to the local county EMAs. Once we receive the PPE we review the list of the providers requesting PPE, the specific items, and how much. We then schedule a distribution event.

We have scheduled four major distribution events so far this year, where we have had between 50 to 80 different Provider Agencies arrive at COA and pick up the critical PPE. We have distributed thousands of masks (including N95), gloves, bottles of hand sanitizer, face shields, shoe covers, and staff protection kits.

## **Transportation**

Business Relations Partner, LaTricia Long, and I are working directly with the COA Transportation team in preparation for rolling out TripSpark next year in Hamilton County. We coordinated virtual meetings with all of our current Hamilton County Transportation Providers. The feedback received from our Provider Network was tremendous. All Providers would like to participate in the piloting of this program next year.

## **Home Care Assistance (HCA)**

COA is seeing a rise in the workforce shortage issues that plagued home care assistance prior to COVID. COA actively working to address these issues. We believe these issues are due to several factors, including childcare, competition for labor, and other environmental factors.

Providers are surveyed every two weeks asking about their capacity to accept new referrals and to continue services to their existing client base. Many providers are reporting on the survey issues with staff call offs and resignations because of fear, illness, and child-care issues. Recent data is showing that approximately 20% of new ESP home care referrals are not being picked up by a provider. Nicole Holts and Monica Schulze work directly with Care Management and providers to troubleshoot and get services to those in need.

## **Home Medical Equipment (HME)**

We had one HME Provider terminate their contract. Littleton's Respiratory and Home Care officially stopped doing business July 13, 2020.

We now have six HME providers under contract - Bernens, Home First, Mullaney's, and Stateline Medical. American Ramp and People Working Cooperatively provide ramps only.

### **2020 Draft Request for Proposal (RFP) Plan**

All scheduled 2020 RFPs have been postponed at this time. We did not want to place an unnecessary burden on the Providers serving our clients during the COVID-19 pandemic.



## Home Delivered Meals Star Ratings- effective 4/1/2020

The purpose of this process and tool is to provide seniors and families with good information about cost and quality to make an informed choice about which contracted provider will deliver their home delivered meals. This is also aligned with COA's goal of providing the highest quality services at the lowest cost to serve as many seniors as possible with the tax dollars. This will incentivize and reward providers to have excellent quality and lower cost.

### What is the Value Score?

The value score is a 5-point scale based on **50% cost** and **50% quality**. 5 is a perfect score (high quality and low cost). 1 is the lowest possible score (high cost and low quality).

### How is the value score calculated?

We are using a five-point scale. Intervals (1-5) are established based on 1/5 of the range. If values fall within the same interval, scores will be the same, because they are not significantly different. The differences between intervals must be significantly different from each other. If the differences are not significant, the providers will be placed into the same interval. For example, the scores may be 4.3 and 4.5 because they are within 10 cents of each other (not separated into a 3 vs. 4 stars).

Cost calculation: we are using the provider's contract weekly rate for meals (the most common selection). The interval is defined as 1/5 of the price range. The score is calculated based on the range from highest to lowest cost with a minimum interval of 10 cents. The annual cost per interval for each county is significant: \$125,321 for Butler, \$68,468 in Hamilton, and \$118,473 in Warren.

Quality calculation: we are using the responses for the following questions from the SASI/PQR: *"are your meals good"*, *"do you have a good choice of meals"*, and *"would you recommend this meal provider to a family member or friend?"* We use the same benchmarks used for the provider quality report. Top performing providers who fall into green (1/2 standard deviation above) will fall into interval #5. Average performers (white) can have a score of 2, 3, or 4 depending on how far above or below the mean they fall. The bottom performing providers (red) can score 1, 2, or 3.

50% of the value score is derived from the cost calculation, and 50% is derived from the quality calculation.

### How frequent will the value scores be updated?

The scores will be recalculated every 6 months using the most current SASI/PQR results, and each time new contracts with new rates are established.

**How were the quality scores established?**

COA worked with Scripps Gerontology Center at Miami University to develop the satisfaction survey (SASI) that is administered by care management to seniors every six months. The questions were developed from focus groups of seniors about the most important aspects of meal quality from the senior's perspective. The three questions used for the value rating was developed in consultation with Scripps at Miami University. The three questions represent the top quality issues for seniors and have the largest standard deviation in the scores.

Please choose a provider for your Home-delivered Meals (HDM). If no provider is chosen, Direct Award to provider with highest Value Score.

<b><i>Name of Butler County Provider</i></b> <i>(Based on Value Score Rating)</i>	<b><i>Value Score (out of 5)</i></b>	<b><i>Geographic Zones Served</i></b>				<b><i><u>Preparation</u> Hot, Chilled, Frozen</i></b>
		<i>West</i>	<i>Central</i>	<i>Northeast</i>	<i>Southeast</i>	
Central Connections (513) 423-1734 <a href="http://www.centralconnections.org">www.centralconnections.org</a>	5.0	✓	✓	✓ Mayfield, Trinity Manor, Belle Tower	✓	Chilled, Frozen, Hot <i>Driver can heat meal</i>
Oxford Senior Citizens Center (513) 523-8100 <a href="http://www.oxfordsenior.org">www.oxfordsenior.org</a>	4.5	✓				Hot (M-F), Frozen (weekend only)
Warren County Community Services (513) 695-2100 <a href="http://www.wccsi.org">www.wccsi.org</a>	3.5		✓	✓		Chilled, Frozen, Hot <i>Driver can heat meal</i>
Wesley Community Services (513) 661-2777 <a href="http://www.wesleycs.org">www.wesleycs.org</a>	4.3	✓	✓	✓ Mayfield, Trinity Manor	✓	Chilled, Frozen <i>Driver can heat meal</i>
Partners in Prime (513) 867-1998 <a href="http://www.community-first.org">www.community-first.org</a>	3.2		✓		✓	Chilled, Frozen, Hot <i>Driver can heat meal</i>

## Butler County (BC) Elderly Services Program (ESP):

### ZIP Codes in Each Geographic Zone

BC WEST	BC CENTRAL	BC NORTHEAST	BC SOUTHEAST
47060	45012	45042	45061
47003	45018	45043	45071
47010	45025	45067	45069
47012	45026	45050	45015
47016	45055	45044	45014
45064	45062	45244	45240
45056	45063	45005	45246
45053	45013	45036	45241
45030	45011	45327	45249
45004			45251
45003			45252
45233			45040
45311			45039
			45066
			45140
			45152
			45231



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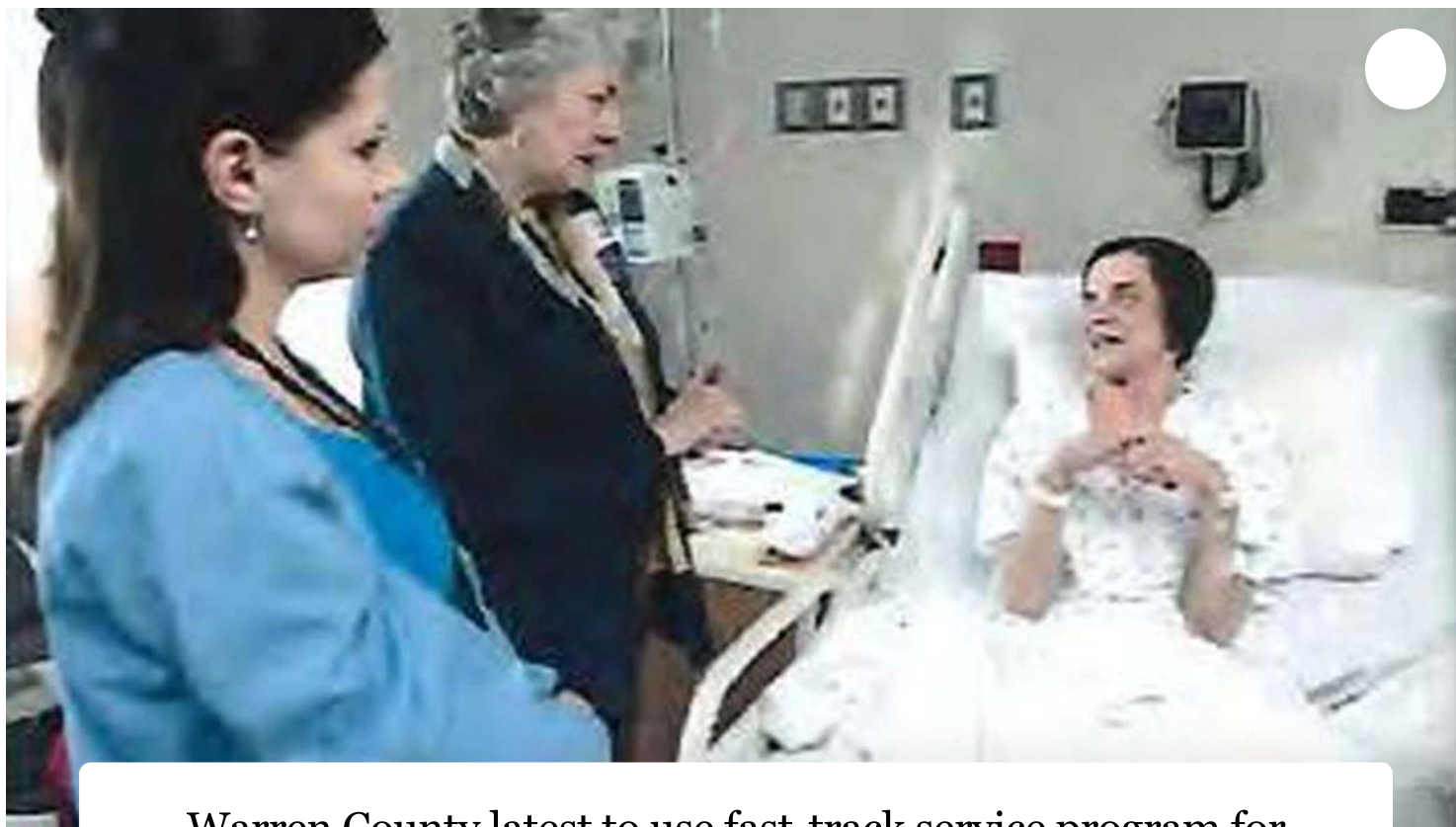
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## Warren County latest to use fast-track service program for seniors leaving hospital

LOCAL NEWS | Aug 2, 2020

By Lawrence Budd

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For the first time, elderly Warren County residents included in a unique, short-term service program will be reimbursed through the county's elder-services levy for home medical equipment and other services needed after a hospital visit.

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The county last week agreed to support a pilot version of the [Council on Aging of Southwestern Ohio](#) Fast Track Home Today program, already in place in Hamilton and Clinton counties.

"This is a unique program. I'm not aware of anyone else who's doing it," Doug McGarry, executive director of the Dayton-based Area Agency on Aging: Planning and Service Area 2, said.

None of the nine counties in the service area, stretching from Montgomery County north into central Ohio, has such a transitional care services program, according to McGarry.

"We have not been able to get the additional dollars to do a program like that," said McGarry said whose coverage area also includes Champaign, Clark, Darke, Greene, Logan, Miami, Preble and Shelby counties.

While counties in this region rely on human-services levies to support senior and other social services, "citizens in Southwest Ohio see a need for senior services and are going

to support such a levy,” McGarry added.

The Council on Aging of Southwestern Ohio is expected to report back to the Warren County commissioners by October 2021 after serving 200 seniors coming home from rehabilitation or the hospital.

Staff will identify likely candidates “at bedside” and offer coaching once they get home. Home-medical equipment not otherwise offered through the agency will now be available through Fast Track Home Today.

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“I’m not aware of any similar program in the country,” said Ken Wilson, vice president of program operations for the agency also serving Butler and Clermont counties. “We’re interested in expanding it.”

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## Explore Tough love: Local families struggle serving as caregivers

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Wilson indicated Butler County would be revisited after voters decided on renewal of the county levy in November.

The Warren County levy expires next year and a renewal will appear on the ballot.



The program was originated five years ago in Hamilton County and has been in place for four years in Clinton County, according to Wilson.

By getting to the recipients quickly, the program is designed to shorten stays in hospital and rehabilitation, and reduce the number of re-admissions, ultimately allowing more seniors to be served at a lower cost, Wilson said.

“The coaching skills help that progress along quicker,” Wilson said.

Warren County, which contracts with the Council on Aging for elder services, will pay \$100,000 from levy reserves, the agency \$108,000 in federal funding, to cover costs of the pilot program.

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## Explore Executive to head United Way, social service agency in Warren County

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Depending on health insurance and other support, the seniors can get transportation, meals and equipment for use in dealing with temporary or permanent infirmities.

The program eliminates delays of as much as 20 days in assessing needs and financial qualifications, Wilson said.

Warren County Commissioner Tom Grossmann questioned the need for the program, suggesting this should already be part of the system.

“Why couldn’t you do it more quickly?” Grossmann asked, suggesting the referrals could be handled by hospital staff.

Families might take advantage of the service, Grossmann said.

“I’m not saying that’s what’s going to happen,” he added before voting to support the pilot.

Under the existing system, the Council on Aging is sometimes referred by care facilities or notified about existing clients, Wilson said. Otherwise it’s up to family members to reach out.

“We go out as quickly as we can,” he said, adding the agency was committed to operating within the existing 1.21-mill levy now collecting at about 1 mill or \$35 a year per \$100,000 in property valuation.

Wilson said the program was an example of the agency “looking for ways to stretch the money further.”

County Auditor Matt Nolan, part of the county’s advisory committee to the agency, said a \$10 million levy surplus was the result of miscalculation of anticipated increases in elder service needs. He expressed support for Fast Track Home Today.

“I think it’s a great program,” Nolan said afterward.

During the meeting, Commissioner Dave Young said his mother failed to qualify for benefits.

“I know you do a wonderful job with thousands of other elderly folks,” Young added.

Commissioner Shannon Jones said “I think it makes some sense. And it’s a pilot.”

McGarry said problems with convincing seniors to enter nursing or assisted living centers due to COVID-19 concerns prompted him to contact Wilson last week about Fast Track Home Today.

“We are actually in the very early stages of looking at it,” he said.

The program McGarry envisioned wouldn’t meet the seniors at the hospital or rehab facility, but could help with short-term services they would need while healing at home.

“What will it take to get a short-term program off the ground and where do we get the money?”

The Fast Track program was developed after passage of the Affordable Care Act as part of an initiative designed to encourage hospitals to pay for the transitional services or face Medicare penalties for re-admissions in less than 20 days, McGarry said.

Premier Health Partners, operator of Miami Valley Hospital and Atrium Medical Center, is looking into it.

“We are interested in exploring short-term, transitional care services programs with other partners. Such programs could provide temporary support to help older adults recover at home and prevent unnecessary re-admissions to hospitals or nursing facilities,” according to a spokesman.

Issues like transitional care services have become more pressing in the midst of efforts to control the spread of COVID-19.

“With this pandemic, all the weaknesses in the system become that much more exaggerated,” McGarry concluded.

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