

# AGENDA

## WCESP Advisory Council Meeting

September 9, 2020 at 9:30 am – 11:00 am

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<b>CALL TO ORDER / WELCOME</b>	Chuck Peckham
<b>APPROVAL OF MINUTES</b> <ul style="list-style-type: none"><li>❖ June 10, 2020 Minutes (Action Needed)</li></ul>	Chuck Peckham
<b>QUARTERLY REPORTS</b> <ul style="list-style-type: none"><li>❖ Adult Protective Services</li><li>❖ Program Dashboard &amp; Financial Report</li><li>❖ Provider Network Update</li></ul>	Diane Lockard Ken Wilson & Carl McCullough Randy Quisenberry
<b>OLD BUSINESS</b> <ul style="list-style-type: none"><li>❖ Virtual Caregiver Technology</li><li>❖ Senior Farmers Market Program Update</li><li>❖ Fast Track Home Update</li></ul>	Sharon Fusco Jennifer Lake Ken Wilson
<b>NEW BUSINESS</b> <ul style="list-style-type: none"><li>❖ 1<sup>st</sup> FY 2021 Budget Review (Action Needed)</li><li>❖ COVID Impact on Services<ul style="list-style-type: none"><li>○ Adult Day Center Sustainability</li><li>○ Home Care Hero Pay</li></ul></li></ul>	Carl McCullough Ken Wilson & Randy Quisenberry
<b>HEARING THE PUBLIC</b>	Chuck Peckham
<b>ADJOURNMENT</b>	Chuck Peckham

### NEXT MEETING

December 9, 2020

**MINUTES**  
**WCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, JUNE 10, 2020 @ 9:30 A.M.**

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**ATTENDANCE**

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<b>Members Present:</b> Chris Ellis Dave Gully Don Juszcyk John Lazares Matt Nolan Chuck Peckham Tiffany Zindel	<b>COA Staff:</b> Suzanne Burke Polly Doran Jennifer Lake Carl McCullough Randy Quisenberry Paula Smith Shelby Stout Ken Wilson	<b>Guests:</b> Lauren Coleman Aaron Reid
<b>Excused:</b>	<b>Facilitator:</b> Chuck Peckham	<b>Scribe:</b> Heather Junker
<b>Absent:</b>		

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**CALL TO ORDER**

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The June 10, 2020 meeting of the WCESP Advisory Council was called to order by Chuck Peckham at 9:37 a.m.

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**APPROVAL OF MINUTES**

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Chuck Peckham asked for approval of the minutes from the March 4, 2020 meeting of the WCESP Advisory Council.

**Motion:** Dave Gully made a motion to approve the minutes as presented.

**Second:** Chris Ellis seconded the motion.

**Action:** The minutes were unanimously approved as presented.

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**QUARTERLY REPORTS**

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***Program Dashboard & Financial Report***

Ken reviewed the Program Dashboard Report ending March 2020. Ken pointed out that the data is not reflective of what has occurred during COVID-19. ESP ended the quarter with 1,762 clients. There were 309 Warren County seniors that were enrolled and receiving services. The program had 151 enrollments and 179 disenrollments for the quarter. There was a loss in census of 32 clients during the quarter from the prior quarter and a loss of 69 clients over the course of the year. There were various reasons for disenrollments with the number one reason being that the individual was deceased, the second being that the individual's needs were otherwise being met and the third being that the individual moved, or they were no longer eligible. The average cost per client for the quarter was \$348.95. This is up a bit as

we see some fluctuation between quarters because of late or delayed billing. We are also seeing the impact of new contracts with new rates that went into effect on October 1, 2019—most notably home delivered meals. These impacts are seen in the 4<sup>th</sup> and 1<sup>st</sup> quarters. Chuck asked why the dollars significantly went up with home delivered meals when the amount of meals themselves were not significantly increased in the first quarter of this year. Ken explained that some of this has to do with late billing as well as expenses for the 14-day meal boxes that were sent out to clients. We will also have offsetting revenue from the government through the CARES Act which will be coming later.

Carl reviewed the Financial Report ending March 2020. Looking at the amount of projected Revenue needed for the levy through the 1<sup>st</sup> quarter, we will need about \$6.7 million dollars from tax levy appropriations. When this is compared to the budgeted amount of \$7.2 million, we are \$474,777 under budget for the year. We are also projecting that we will receive about \$746,000 from other funding sources such as federal, state, and client copays this program year.

The Total amount of projected expenses at the end of the 1<sup>st</sup> quarter is 7.4 million. When this is compared to the budget, which is 7.7 million, the program will be under budget by \$317,000.

Looking at only purchase services, we are projecting to spend \$5.5 million in the services listed above. Compare this to the budgeted amount of \$5.7 million, we are under budget by \$190,000.

We have made some assumptions in client services due to the Coronavirus. We are projecting a drop in Home Care Assistance visits because some seniors are concerned about letting people into their house. We have also reduced spending at Adult Day facilities due to the closing per the Governor's order. As of this report, we had distributed our 1<sup>st</sup> round of 14-day shelf stable boxes to clients. We also included an increase in meals delivered to seniors due to the concern of leaving their house and being exposed to the virus. Using these assumptions, we are showing that the reduction in Home Care and Adult Day services will cover the additional cost of meals to clients. As more information becomes available, we will adjust this report as needed.

Chuck asked if we have quantified the coronavirus effect on home delivered meals—more specifically how much of the total expense is related to that. Carl explained that with the additional 14-day boxes given to seniors, we had a heavy spend for April, May and June and then tapering back for the 4<sup>th</sup> quarter. That was the best data that we could use in how to forecast the meal demand. Chuck then asked if there was an amount out of the \$2.2 million that was related to the Coronavirus. Carl advised that we do not have final totals yet, but we do know that \$87,000 of the \$2.2 million is the first round of the 14-day meal boxes. Chuck advised it would be helpful for us to keep track of this as it materializes.

### ***Provider Quality Report- Semiannual***

Randy reviewed the Provider Quality Report. There has been a significant increase in client suspensions with home care assistance this quarter as individuals don't want people coming into their homes due to the Coronavirus or they have adult family members that are able to come and help because they are not currently working. There was some anticipation with staffing shortages due to the Coronavirus but that never came into play.

There have been some conversations with Quality Care on their overall performance regarding their SASI scores. Randy spoke with the manager of Quality Care who explained they are having some staffing challenges. They don't have an office in Warren County so recruiting and management has been a

challenge. Quality Care did speak with their corporate office and there is discussion in opening an office in Warren County, so they have more of a presence.

Another performance challenge that is being monitored closely is home delivered meals with Central Connections. Their overall SASI scores have decreased. Randy met with the director last week and talked about the quality. The director is meeting with their chef weekly to review the importance of these reports and the importance of improving quality. The manager of home delivered meals Jodi Lawson was proactive and started calling clients to get their input and feedback as to why they weren't satisfied with the meals.

### ***Outreach Report***

Paula reviewed the outreach report with everyone. Traditional outreach work has slowed down because of COVID-19 but there have been other things happening behind the scenes. We are running two Facebook ads right now in Warren County: one is focused on meeting the needs of older adults during the coronavirus and the other is focused on program awareness and enrollment. On June 1<sup>st</sup>, we started running Google pay-per-click ads that target Warren County residents of all ages.

Paula gave highlights on the COVID-19 news coverage as well as client success stories and photos.

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## **OLD BUSINESS**

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### ***Senior Farmers Market Program 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. This will help limit exposure out in the community for the seniors. 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 are hoping to get at least 50 seniors in Warren County to participate in the program. Jennifer has been in communication with some of the local farmers markets and asked that if anyone knew of any roadside markets to let her know. The coupons will be going out in a couple of weeks. With that, the seniors will also be getting a packet with information on how and where to use the coupons.

### ***Fast Track Home Proposal***

Ken presented the home medical equipment and fast track home proposal. This is not a new program but rather an innovation on how we currently deliver services. This pilot would allow more Warren County Seniors to receive services for the tax dollars as it is a 60-day program. It would meet gaps and needs not often met with how the program operates today. It provides services to seniors when they need it the most. The model of the pilot is to encourage personal responsibility with engagement and self-management skills. This program is already a permanent program in Clinton and Hamilton County and is very popular.

Ken reviewed how the program works as well as eligibility. He further discussed the process once someone has been determined eligible and the benefits of the program for an individual. Home medical equipment is not currently part of the Warren County Elderly Services Program so part of the proposal is to add this as a service as well.

Ken provided the annual cost and service timeliness of Clinton and Hamilton counties to give an idea of how beneficial this would be to Warren County. The cost difference is so much lower due to the length of stay. Chuck suggested if someone doesn't qualify economically for the services being offered, and we have higher incomes in the county, we are going to have fewer people in the program and that will affect growth rate as well. Ken advised income is not technically an eligibility criterion, but it will affect their copay.

This pilot will leverage the existing staffing and process infrastructure that we currently have in Clinton and Hamilton counties. We will also leverage new federal funding that came into play during COVID-19. This pilot would require a contract amendment with the County Commissioners.

Chuck asked to clarify if the \$208,000 is to service 200 seniors annually? Ken advised it is but pointed out that this program is scalable, and we can control the expenses and the enrollment into the program through our coaching staff. We are committed to living within our annual budget. Chuck then asked if the federal funding is long term. Ken advised it was not long term but one-time federal funding. However, there are some smaller amounts of federal finding we can roll in long term.

Chuck asked how do we weigh the benefit of spending \$208, 000 a year for 200 seniors? Ken advised that it enables us to service more seniors with the same amount of money.

Chuck called for a motion to recommend approving the Home Medical Equipment and Fast Track Home Pilot Program to the Board of County Commissioners.

**Motion:** John Lazares made a motion to recommend approving the Home Medical Equipment and Fast Track Home Pilot Program to the Board of County Commissioners.

**Second:** Don Juszcyk seconded the motion.

**Action:** The Home Medical Equipment and Fast Track Home Pilot Program was unanimously approved as presented.

**Action:** Ken will work with Tiffany Zindel to get this on the Warren County Board of County Commissioners agenda for their final approval.

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## NEW BUSINESS

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### *Coronavirus Impact*

Ken gave a broad update on the coronavirus and the impact on seniors. COA was initially preparing for a surge in the community and in the hospitals. Instead, we saw a huge surge of seniors calling on for help with personal care supplies and home delivered meals. We responded with a volunteer drive obtaining donations and sending out personal care boxes. We also had volunteers call individuals to check up on seniors who were isolated and afraid.

COA also teamed up with the non-profit agency The Health Collaborative on hospital surge planning. COA had a central role in developing a model called “Discharge to Home” which is similar to fast track home. A decision tree was developed for discharge planners at the hospitals on what the choices were for COVID positive seniors to recover-- either at a skilled nursing facility or in their home and what services they could come home with. COA worked with the provider network to be ready for COVID positive patients but the hospital surge did not happen. However, there were a lot of seniors stuck in the hospitals for longer than they needed to be because there weren’t any test kits available or because there was a 14-day turnaround on getting the test results back.

Several services were closed: group transportation, Adult Day services and senior services. There was a significant drop in transportation as well as home care services. COA worked with the EMA and health department to make sure our providers had the PPE they needed. COA is currently preparing for a secondary surge that may possibly happen this fall.

Randy discussed how we are helping individuals in the community with the 14-day meal boxes and the Restaurant Program. COA 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 493 meals to date in Warren County and Taste of Belgium delivered 484 meals to date. On June 15, Frisch’s will be added to help provide meals to senior buildings in Warren County.

Randy checked with our providers every two weeks to find out what personal protective equipment they were low on to try to help fill in gaps. Warren County Emergency Agency played large role in helping COA distribute PPE to our providers.

COA has suspended all RFPs for the year due to COVID-19 and pricing uncertainty due to the recession. The contract with Guardian Medical Monitoring was extended for another year at no increase in pricing.

Chuck asked if we were making any progress as far as our effectiveness in mitigating the spread of the virus in congregate institutional-type settings.

Ken advised that we are tracking every senior building and apartment building in our region and we are seeing the number of case active COVID cases drop over time. The number of cases in the skilled nursing facilities are dropping as well. There is still concern about the long term.

### ***Five Year Levy Projections***

Ken reviewed the five-year levy projections. We started the levy cycle with a fund balance of \$6.7 million in 2017. At the end of 2019 it grew to \$9 million and we are projecting to have a fund balance of \$10 million by the end of 2020. These numbers are conservative. The program is financially in good shape. There is no issue or concern about deficits.

## ***2019 Annual Report***

Paula reviewed the 2019 Annual report. It was challenging to complete due to COVID-19. The client stories are different this year. We included a short intro for each client's story and below that, there is a code to go online to read the full story for each client. This allowed COA to include multiple stories in the report.

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### **ADJOURNMENT**

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There being no further business, the meeting adjourned at 11:09 a.m.

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### **NEXT MEETING**

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September 9, 2020



Council on Aging

**Warren County ESP  
Program and Financial Report  
Quarter 2, 2020 (Apr. - June 2020)**



## Highlighted Findings

### 1. Census Trends

- A. Compared to last year (Quarter 2, 2019), census has increased by 8 clients (from 1,799 to 1,807) or 0.44%.
- B. Compared to last Quarter (Quarter 1, 2020), census has increased by 45 clients (from 1,762 to 1,807) or 2.55%.
- C. Quarter-end census, new enrollments, and disenrollments include clients aged 60 and over who are receiving short-term services as a result of the pandemic.
  - 1. Quarter 2, 2020 census includes 17 short-term clients.
  - 2. Quarter 2, 2020 new enrollments includes 21 short-term clients.
  - 3. Quarter 2, 2020 disenrollments includes 7 short-term clients.

### 2. Performance Trends

- A. Average days from the intake call to the enrollment assessment has been added to this report.
- B. Average days from enrollment to the authorization of services has been added to this report.  
The metric is broken down by the following:
  - 1. All Services
  - 2. Consumer Directed Care
  - 3. Electronic Monitoring
  - 4. Home Care Assistance
  - 5. Home Delivered Meals
  - 6. Medical Transportation

### 3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$6.3 million through the second quarter, as compared to the budgeted amount of \$7.2 million. The variance is under budget by \$896,506 or 13%.
- B. Total Expenses: The projected expenses incurred through the second quarter is \$7 million as compared to \$7.7 million in the budget. The variance is under budget by \$730,860 or 9%.
- C. Purchase Services: The projected expenses for in-home services were lower by \$587,281 or 10% as compared to budget.
- D. Through the month of June, \$227,200 has been spent on 14-day shelf stable and comfort food meals for seniors. These expenses will be offset with Family First and CARES act money.
- E. COVID-19 has increased the need for services provided to seniors and it is expected that this will impact levy projections. The extent of the impact will be clearer as more information about services provided during the pandemic is available.



**Warren County ESP**  
**Quarter 2, 2020 (Apr. - June 2020)**  
**TRADITIONAL ESP CENSUS TRENDS**

**Quarter-End Census by Program**

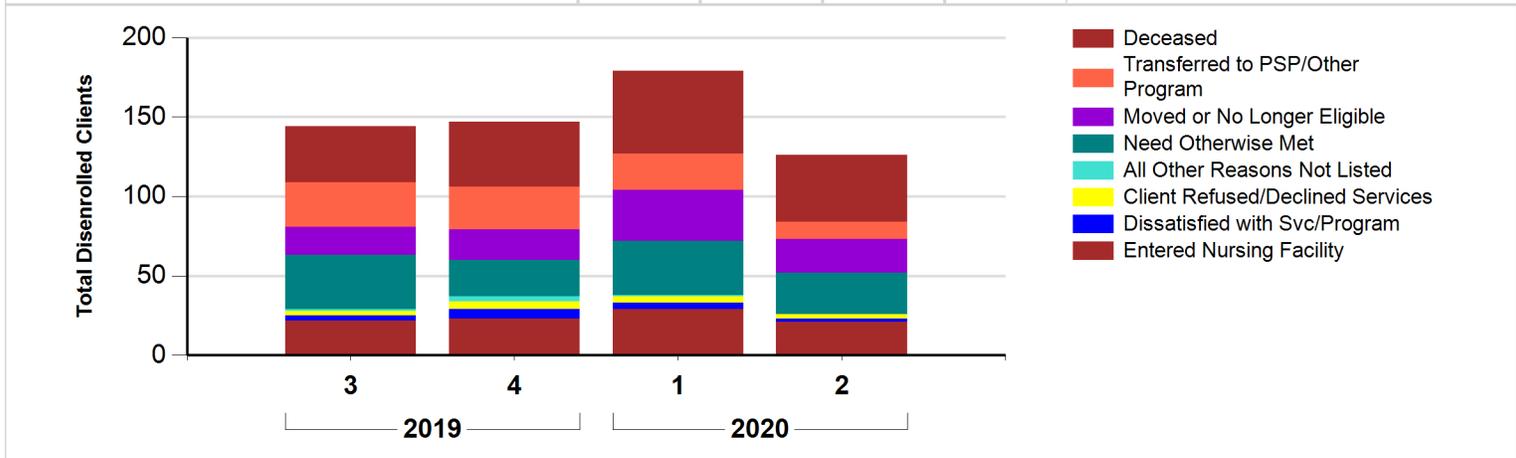
Year	2019		2020	
Quarter	3	4	1	2
<b>ESP</b>	<b>1,792</b>	<b>1,794</b>	<b>1,762</b>	<b>1,807</b>
<b>Medicaid Programs</b>	<b>289</b>	<b>308</b>	<b>309</b>	<b>336</b>
Passport	36	50	32	37
Assisted Living	19	27	29	29
Molina	89	79	86	98
Aetna	145	152	162	172

**Quarter-End Census, New Enrollments, and Disenrollments<sup>1</sup>**

Year	2019		2020	
Quarter	3	4	1	2
Quarter-End Census	1,792	1,794	1,762	1,807
New Enrollments	134	143	151	174
Disenrollments	144	147	179	126

**Disenrollment Outcomes**

Year	2019		2020	
Quarter	3	4	1	2
Deceased	35	41	52	42
Transferred to PSP/Other Program	28	27	23	11
Moved or No Longer Eligible	18	19	32	21
Need Otherwise Met	34	23	34	26
All Other Reasons Not Listed	1	3	1	0
Client Refused/Declined Services	3	5	4	3
Dissatisfied with Svc/Program	3	6	4	2
Entered Nursing Facility	22	23	29	21
<b>Total</b>	<b>144</b>	<b>147</b>	<b>179</b>	<b>126</b>



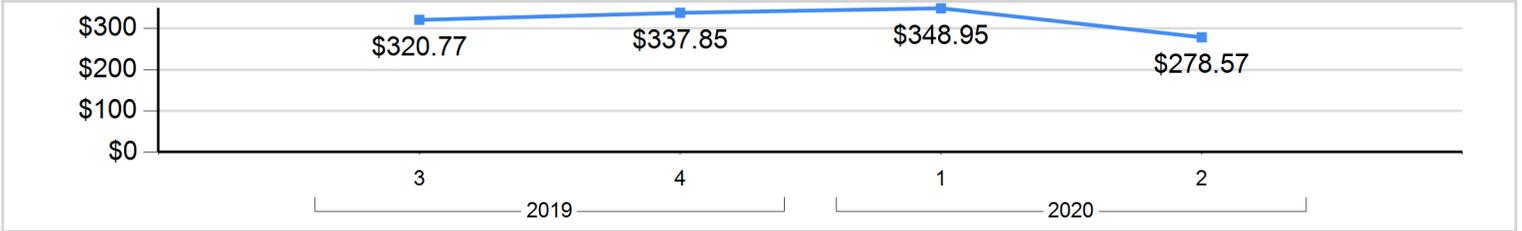
<sup>1</sup> Q1 and Q2, 2020 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.



**Warren County ESP**  
**Quarter 2, 2020 (Apr. - June 2020)**

**TRADITIONAL ESP SERVICE TRENDS**

**Average Monthly Cost per Client<sup>1</sup>**



**Distinct Clients Served by Service Group<sup>1</sup>**

Year	2019		2020	
	3	4	1	2
Consumer Directed Care	42	47	47	37
Electronic Monitoring	1,162	1,145	1,144	1,128
Home Care	930	943	946	786
Home Delivered Meals	911	896	900	947
Medical Transportation	178	178	152	93
Other Services	87	104	89	58
<b>All Services (Unduplicated)</b>	<b>1,945</b>	<b>1,952</b>	<b>1,939</b>	<b>1,940</b>

**Units Billed by Service Group<sup>12</sup>** *Please see the notes page for unit of measure descriptions by service.*

Year	2019		2020	
	3	4	1	2
Consumer Directed Care	2,890	3,047	3,326	2,948
Electronic Monitoring	3,376	3,462	3,430	3,477
Home Care	23,315	25,379	25,033	20,043
Home Delivered Meals	60,212	58,862	57,648	65,374
Medical Transportation	1,819	1,525	1,419	819
Other Services	3,430	842	717	185

**Dollars Paid by Service Group (Purchased Services)<sup>1</sup>**

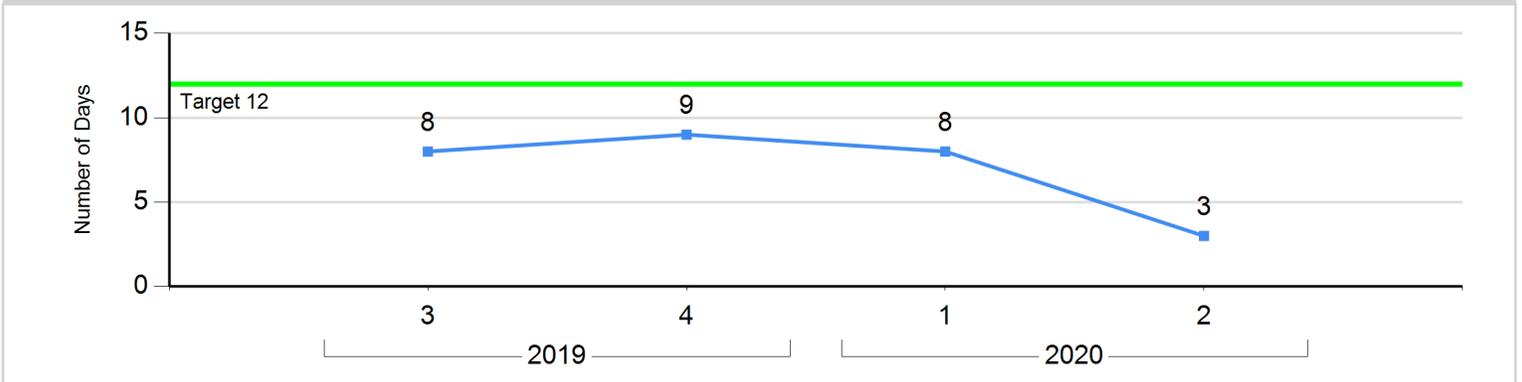
Year	2019		2020	
	3	4	1	2
Consumer Directed Care	\$41,202	\$80,865	\$46,813	\$49,206
Electronic Monitoring	\$60,538	\$62,387	\$62,469	\$63,473
Home Care	\$578,619	\$618,136	\$597,009	\$456,959
Home Delivered Meals	\$408,226	\$432,933	\$515,770	\$492,649
Medical Transportation	\$89,897	\$74,428	\$70,810	\$42,150
Other Services	\$73,285	\$71,459	\$74,559	\$35,459
<b>All Services</b>	<b>\$1,251,768</b>	<b>\$1,340,207</b>	<b>\$1,367,429</b>	<b>\$1,139,896</b>

<sup>1</sup> Distinct clients and units billed do not include the 14-day meal box service. That data is represented in dollars paid and average monthly cost per client.

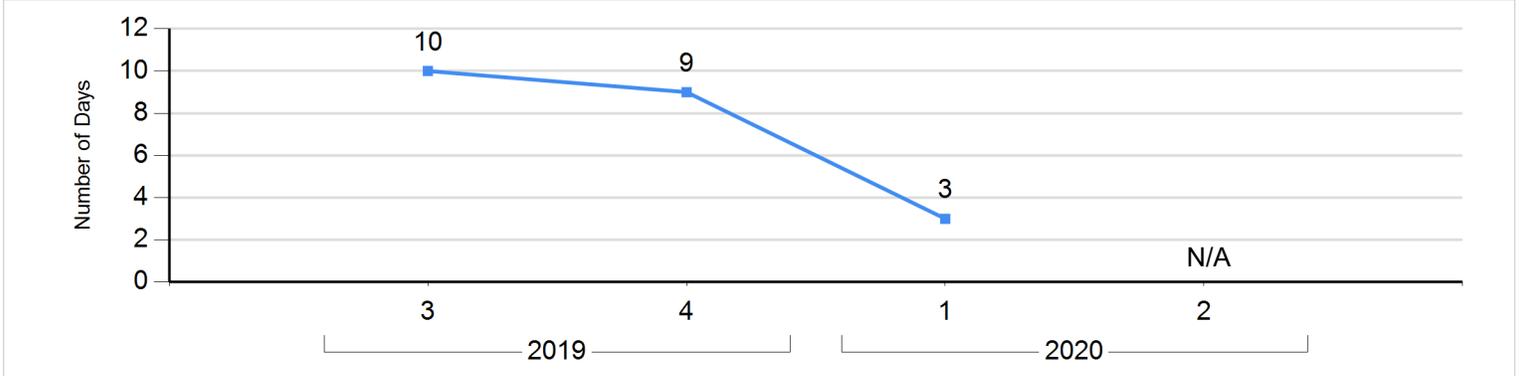
<sup>2</sup> Any decline in units in Other Services from Q3, 2019 to Q4, 2019 is due to a rate change for Adult Day Transportation resulting from a new RFP.



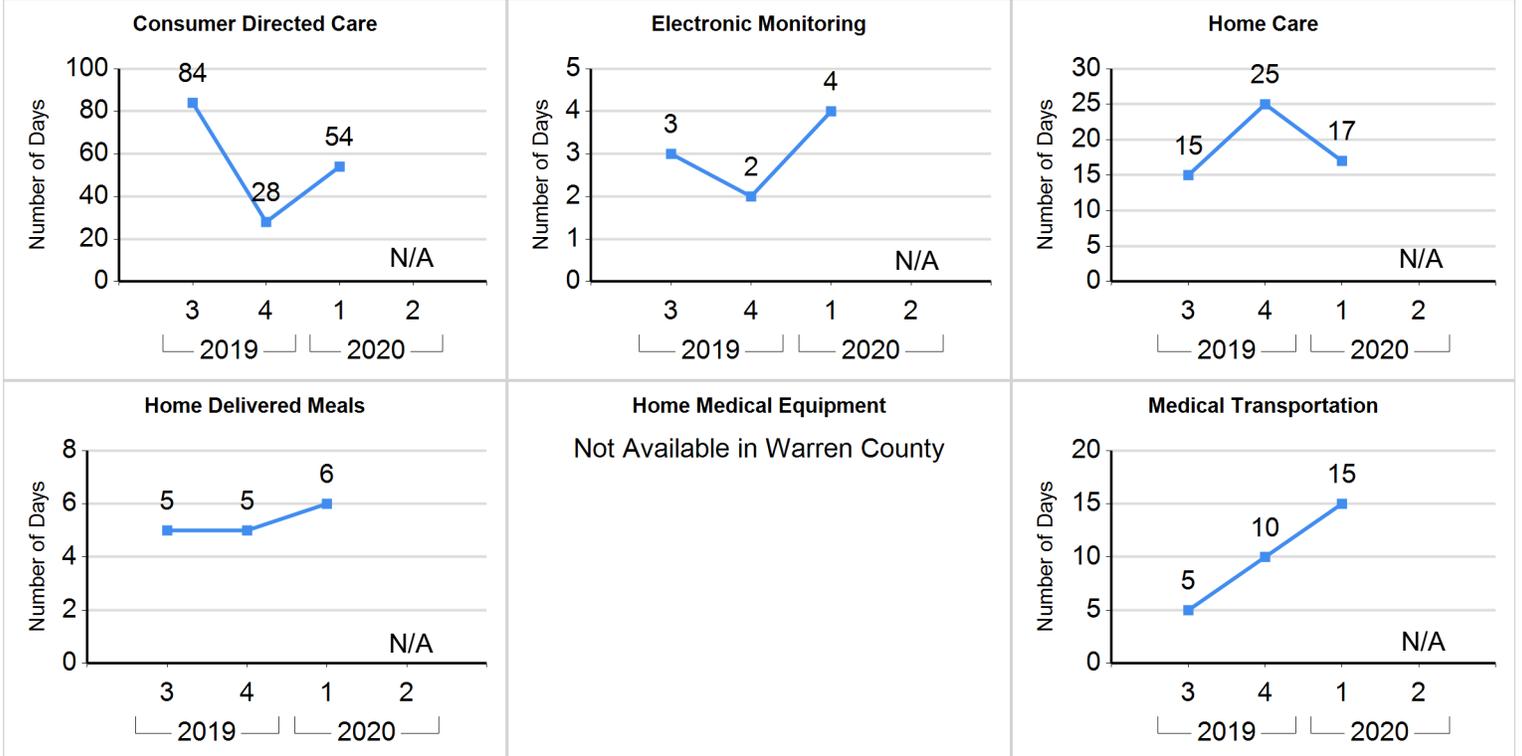
**Average Number of Days from Intake Call to the Enrollment Assessment**



**Average Number of Days from Enrollment to Authorization of Services<sup>1</sup>**



**Average Days from Enrollment to Authorization of a Specific Service<sup>12</sup>**



<sup>1</sup> Intake assessments were streamlined in Q2, 2020 to improve efficiency for a telephonic enrollment model due to the pandemic, disrupting a key data point for this metric. Reporting of the metric will resume when the previous intake model is restored.

<sup>2</sup> In some cases, clients may request additional services after enrollment or request the start date of a service be later than initially proposed. These requests may push the average number of days between enrollment and start of a given service higher than expected, particularly if sample sizes are small.



**Warren County ESP**  
**Quarter 1, 2020 (Jan. - June 2020)**

Council on Aging

**FINANCIALS: based on actual revenue & expenses as of June 30, 2020<sup>1</sup>**

	<b>Annual Projected</b>	<b>Annual Budget</b>	<b>Budget Variance</b>	<b>% Budget Variance</b>
<b>Revenue</b>				
Tax Levy Appropriations	\$6,263,860	\$7,160,366	(\$896,506)	-12.5%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	\$256,339	\$46,150	\$210,189	455.4%
Title III E - Caregiver Support	\$88,301	\$109,941	(\$21,640)	-19.7%
Nutrition Services Incentive Program (NSIP)	\$196,967	\$196,967	\$0	0.0%
<b>State Funding</b>				
Alzheimer's	\$2,331	\$2,927	(\$596)	-20.4%
Senior Community Services	\$22,854	\$36,166	(\$13,312)	-36.8%
<b>Interest</b>				
Earned	\$816	\$1,103	(\$287)	-26.0%
<b>Client Contributions</b>				
Client Donations	\$13,127	\$14,998	(\$1,871)	-12.5%
Co-Pays Received	\$173,645	\$180,481	(\$6,836)	-3.8%
<b>Total Revenue</b>	<b>\$7,018,239</b>	<b>\$7,749,099</b>	<b>(\$730,860)</b>	<b>-9.4%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$472,950	\$472,950	\$0	0.0%
Intake & Assessment	\$87,010	\$91,311	\$4,301	4.7%
Case Management	\$1,381,733	\$1,521,011	\$139,278	9.2%
<b>Total Operational Expenses</b>	<b>\$1,941,693</b>	<b>\$2,085,272</b>	<b>\$143,579</b>	<b>6.9%</b>
<b>Purchased Services</b>				
Home Care Services	\$2,086,971	\$2,619,603	\$532,632	20.3%
Independent Living	\$38,432	\$23,710	(\$14,722)	-62.1%
Home Medical Equipment				
Electronic Monitoring	\$254,268	\$263,014	\$8,746	3.3%
Minor Home Modifications	\$109,307	\$146,883	\$37,576	25.6%
Major Housecleaning	\$11,059	\$5,865	(\$5,194)	-88.6%
Pest Control	\$10,208	\$5,414	(\$4,794)	-88.6%
Home Delivered Meals	\$2,104,352	\$1,922,182	(\$182,170)	-9.5%
Adult Day Service	\$28,968	\$145,626	\$116,658	80.1%
Adult Day Transportation	\$4,412	\$19,672	\$15,260	77.6%
Medical Transportation	\$233,068	\$411,335	\$178,267	43.3%
Consumer Directed Care	\$195,501	\$100,523	(\$94,978)	-94.5%
<b>Gross Purchased Services</b>	<b>\$5,076,546</b>	<b>\$5,663,827</b>	<b>\$587,281</b>	<b>10.4%</b>
<b>Gross Program Expenses</b>	<b>\$7,018,239</b>	<b>\$7,749,099</b>	<b>\$730,860</b>	<b>9.4%</b>
<b>Client Census</b>	<b>1,790*</b>	<b>1,946</b>	<b>(156)</b>	<b>-8.0%</b>
<b>Total Census with Short-term Clients</b>	<b>1,807</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Cost of Services per Client</b>	<b>\$237.31</b>	<b>\$239.10</b>	<b>\$1.79</b>	<b>0.7%</b>

<sup>1</sup> 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 Home Modification, Environmental Services, Adult Day, Adult Day Transportation, Non-Medical Transportation, and Independent Living Assistance.
- 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. Performance Trends

- A. Intake Call to the Enrollment Assessment: This metric represents the average number of days from the first time a client calls to inquire about services to when the client has an initial assessment with a Care Manager.
- B. Enrollment to Authorization of Services: This metric represents the average number of days from when a client receives an enrollment assessment to when services are authorized.

## 4. 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

7. **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 Update 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 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.

We are working with Central Connections on a strategy to improve their quality scores on the SASI surveys. I visited Central Connections on June 2nd and met with the Executive Director. The Executive Director has weekly meetings with the Chef and staff to discuss quality. Their HDM Manager has spoken with clients about the meals they are receiving to get their feedback. The second Quarter Provider Quality reports were received in August. Although there were not a large number of clients surveyed, Central Connections scored 100% favorable in six of the eight questions asked, and 75% favorable on the other two questions. Their overall score increased from 77.8% to 93.8%.

### 14-Day Emergency Meal Boxes

Council on Aging directed all providers of Home Delivered Meals, and our contracted caterer, to put together 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, 2,218 emergency meal boxes have been delivered to Warren 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 clients revealed that 80-90% of clients reported they are in need of an additional box. Any meal boxes that are not needed will be used at a later date as needs change.

## **Restaurant Meals**

The COA Restaurant Meal program continues to deliver federally funded comfort meals to Warren 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:

Earl Maag  
Berrywood  
Deerfield Commons  
Union Village  
Station Hill  
Bentley Woods  
Sherman Glen  
Carriage Hill  
Meadow Crossing  
Springboro Commons

A total of 2,283 of these meals have been delivered to date.

## **Expansion of Restaurant Meal Program**

In June, the COA Restaurant Meal Program funded with Federal Cares Act funds was expanded to include small restaurants, with an emphasis on Minority Based Enterprises, or MBEs.

On Friday, August 21<sup>st</sup>, I visited the Mason Grill and spoke with the owner, Vasilios Liaros. Mr. Liaros is excited to participate in our program. He is putting together three meal choices and working up a price sheet. We will begin delivering meals from the Mason Grill 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 Warren 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 Warren 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 Warren County Emergency Management Agency (EMA) has been extremely supportive with this initiative. Warren 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 what PPE items providers are specifically running low on, or are out of. 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 providers requested what 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.

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

COA is seeing a rise in the workforce shortage issues that plagued home care assistance prior to COVID. COA is 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.

Aetna has experienced significant challenges in getting referrals accepted and services started for the MyCare Ohio clients. Provider Services worked with Aetna to strategize on how to work with the current Provider Network. Provider Services created and distributed a survey to the COA Provider Network. One of the survey questions was “do you have capacity to accept Aetna referrals and begin services.” Over 120 surveys were received by COA, with 48 Home Care companies stating they have capacity and would like to receive Aetna referrals.

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

We are in the process of implementing HME and Fast Track Home in Warren County. We 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.

Breaking News

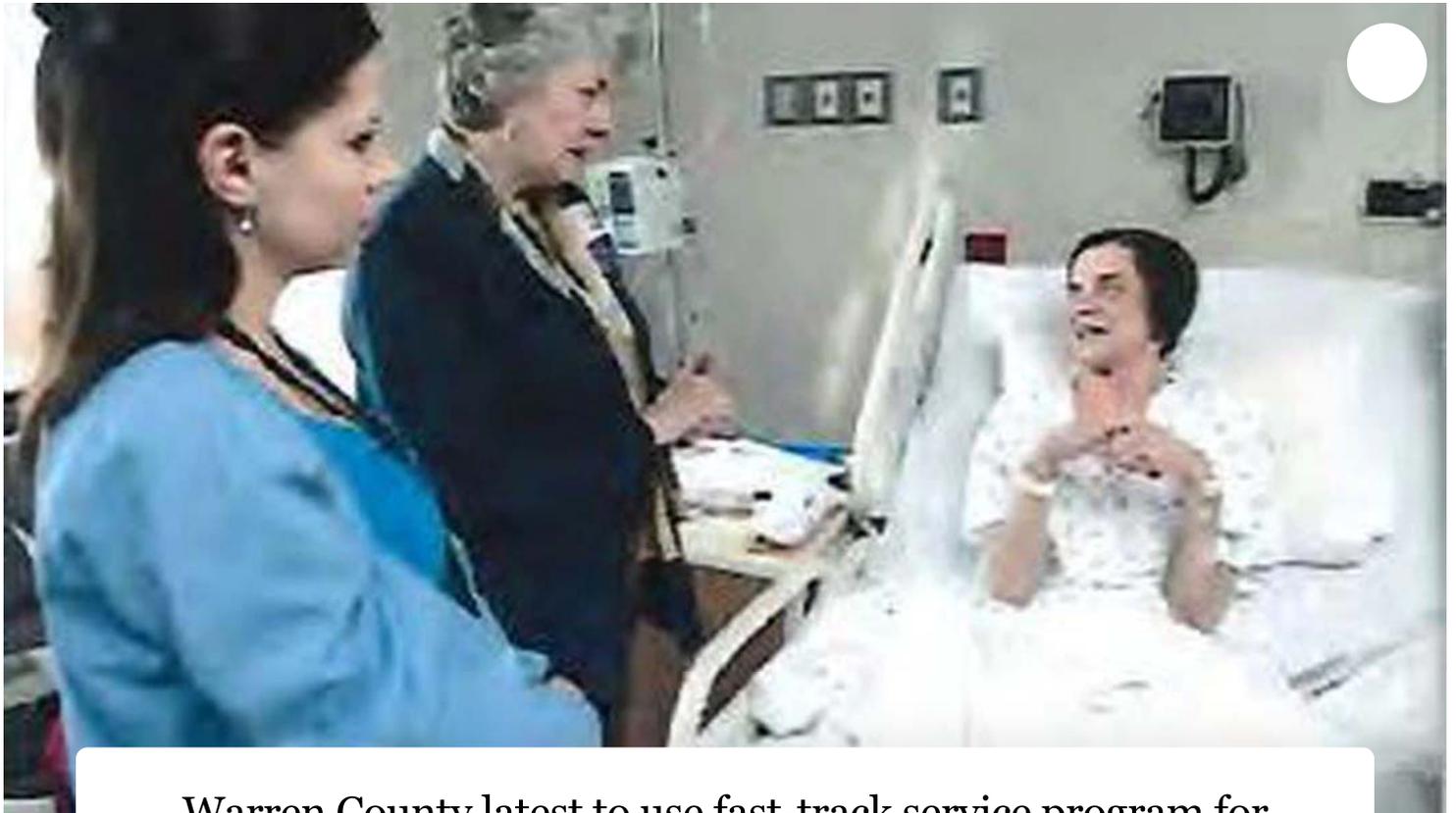
GOV. DEWINE TESTS POSITIVE FOR CORONAVIRUS

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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.

Undefined | Yesterday

Development would add 400 jobs near Dayton-owned  
airport

Undefined | 21 hours ago

Snake, bearded dragon found outside Dayton Humane

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**Budget Highlights  
For the Warren County Elderly Services Program  
For the Program Year January 1, 2021 – December 31, 2021**

**Client Census:**

- Program year 2020 – is projected to end the program year with 1,790. This represents a net decrease of 4 clients (or -0.2%) for the year.
- Program year 2021 – is projected to increase to 1,882, an increase of 92 clients (5%). This client projection is based on a 36.5% market penetration rate.

**Tax Levy Revenue:**

- The amount of Tax levy money needed in 2021 is \$7.3 million, which is an increase of \$1 million or 17% when compared to the 2020 projected spending.

**Client Co-payment:**

- Are projected to be \$143,036 which is lower from our current amount of \$173,645 for 2020.

**Client Donations:**

- Donations are collected for home delivered meals. Donations are projected to grow to \$15,354 in 2021. This is an increase of \$2,227 from 2020.

**Title III and State Funding:**

- Federal Title III and State Alzheimer's funding as compared to budget, is expected to remain the same. Half of the cost for the Fast Track Home pilot program will be off set with additional Federal funds secured by COA. We are also projecting to have \$81,250 of Federal Cares Act funding for emergency home delivered meals in 2021.

**Provider Services:**

- The budget for provider services assumes the addition of a new service of Home Medical Equipment to the current service package. We have included an increase of 1% for home delivered meals and an increase of 3% to home care assistance, which is expected to take effect in October of 2020. We are projecting an increase of 13.8% percent in this category, (which includes 5% contingency) when compared to current spending projections.

**Intake & Assessment:**

- Spending is projected to be \$92,717 in 2020, which is an increase of \$5,707 (6.6%) from 2020 projected spending. The budget includes 5% contingency.

**Care Management:**

- Budget amount reflects the staffing needs per month cost based on the number of clients enrolled in the program. The budget includes 5% contingency.

**COA Administration:**

- Is budgeted to be \$491,178. This is an increase of \$18,228 (4%) when compared to the 2020 budget. This is based on 6.5% rate of combined services of intake, care management and provider services.

**Warren County Elderly Services Program  
Draft Budget  
January 1, 2021 - December 31, 2021**

	<u>% Change</u>				
	<u>Total 2021 Proposed Budget</u>	<u>2020 Budget</u>	<u>2020 Projected</u>	<u>2021 Budget to 2020 Projected</u>	<u>2021 Budget to 2020 Budget</u>
<b>Revenue</b>					
<b>Warren County Levy</b>					
Levy Appropriations	\$ 7,344,666	\$ 7,160,366	\$ 6,263,861	17.3%	2.6%
<b>Total County Levy Funding</b>	<b>7,344,666</b>	<b>7,160,366</b>	<b>6,263,861</b>	<b>17.3%</b>	<b>2.6%</b>
<b>Client Co-Payment</b>	<b>143,036</b>	<b>180,481</b>	<b>173,645</b>	<b>-17.6%</b>	<b>-20.7%</b>
<b>Client Donations</b>	<b>15,354</b>	<b>14,998</b>	<b>13,127</b>	<b>17.0%</b>	<b>2.4%</b>
<b>Interest Income</b>	<b>997</b>	<b>1,103</b>	<b>816</b>	<b>22.2%</b>	<b>-9.6%</b>
<b>Total Title III and State Funding</b>	<b>543,716</b>	<b>392,151</b>	<b>566,790</b>	<b>-4.1%</b>	<b>38.6%</b>
<b>Total Revenue</b>	<b>\$ 8,047,769</b>	<b>\$ 7,749,099</b>	<b>\$ 7,018,239</b>	<b>14.7%</b>	<b>3.9%</b>
<b>Expenses</b>					
<b>Client Services</b>					
Intake & Assessment	\$ 92,717	\$ 91,311	\$ 87,010	6.6%	1.5%
Care Management	\$ 1,533,404	\$ 1,521,011	1,381,733	11.0%	0.8%
Fast Track (Pilot)	\$ 154,014				
Provider Services	\$ 5,776,456	\$ 5,663,827	5,076,546	13.8%	2.0%
<b>Total Client Services</b>	<b>7,556,591</b>	<b>7,276,149</b>	<b>6,545,289</b>	<b>15.5%</b>	<b>3.9%</b>
<b>COA Administration</b>	<b>491,178</b>	<b>472,950</b>	<b>472,950</b>	<b>3.9%</b>	<b>3.9%</b>
<b>Total Expenses</b>	<b>\$ 8,047,769</b>	<b>\$ 7,749,099</b>	<b>\$ 7,018,239</b>	<b>14.7%</b>	<b>3.9%</b>
<b>Contract subtotal</b>					
Intake & Information	\$ 92,717	\$ 91,311	\$ 87,010	6.6%	1.5%
Case Management	1,533,404	1,521,011	1,381,733	11.0%	0.8%
<b>Total Contract Amount</b>	<b>\$1,626,121</b>	<b>\$1,612,322</b>	<b>\$1,468,743</b>	<b>10.7%</b>	<b>0.9%</b>

Average Daily Census for 2021 is projected to increase by 5% from 2020 year end Projections  
A 5% contingency is added to account for deviations in client enrollment and cost assumptions.