

AGENDA
WCESP Advisory Council Meeting
 March 2, 2022, at 9:30 am – 11:00 am
 406 Justice Drive, Lebanon OH 45036 – Room 350

CALL TO ORDER / WELCOME	Dave Gully
APPROVAL OF MINUTES ❖ December 8, 2021, Minutes (Action Needed)	Dave Gully
QUARTERLY REPORTS ❖ Adult Protective Services ❖ Program Dashboard & Financial Report ❖ Provider Network Report <ul style="list-style-type: none"> - 2021 Executive Summary Report of Provider Reviews - Services with a capacity problem (Action Needed) 	Kimberly Frick Ken Wilson & Carl McCullough Lisa Portune
OLD BUSINESS ❖	Dave Gully
NEW BUSINESS ❖ Independent Living Assistance Service Specification Changes (Action Needed) ❖ Secretary Nomination ❖ Updated Sliding Fee Scale ❖ Conflict of Interest Forms/Confidentiality Policy	Monica Schulze Dave Gully Ken Wilson Dave Gully
HEARING THE PUBLIC	Dave Gully
ADJOURNMENT	Dave Gully

NEXT MEETING

June 8, 2022

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, DECEMBER 8, 2021 @ 9:30 A.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Dave Gully Don Juszczuk John Lazares Matt Nolan Chuck Peckham Tiffany Zindel	Suzanne Burke Jai'La Nored Carl McCullough Stephanie Seyfried Ken Wilson	Kimberly Frick, APS Konnie Hansen
<i>Excused:</i>	<i>Facilitator:</i>	<i>Scribe:</i>
Chris Ellis	Chuck Peckham	Heather Junker
<i>Absent:</i>		

CALL TO ORDER

The December 8, 2021, meeting of the WCESP Advisory Council was called to order by Chuck Peckham at 9:31 a.m.

APPROVAL OF MINUTES

Chuck Peckham asked for approval of the minutes from the September 8, 2021, meeting of the WCESP Advisory Council.

Motion: John Lazares made a motion to approve the minutes as presented.

Second: Dave Gully seconded the motion.

Action: The minutes were unanimously approved as presented.

QUARTERLY REPORTS

Adult Protective Services

Kimberly Frick gave an update on Warren County Adult Protective Services. They are receiving a lot more referrals from the police and EMTs. There were 31 referrals in September, 38 referrals in October, and 46 referrals in November. They have also been receiving a lot of referral calls from the hospitals, but many have been screened out as they are still in the hospital. Exploitation cases are rising because individuals are lonely, making it easier to take advantage of. Kimberly asked if The Buddy Program would be coming back. Ken asked if she meant the Senior Companion Program. Kimberly advised that was it. Ken advised that was part of the home health care service and the challenge right now is the workforce shortage. Chuck asked if the buddies were paid people or volunteers and Kim advised they were volunteers. Chuck stated he didn't see how that would be a workforce issue but maybe a COVID

issue. John asked if there was an age limit for someone to be in that program. Kim said she wasn't sure. Chuck asked who administered the program. Kim stated she has a brochure from Warren County Community Services for Friendly Visitors to have people go out to visit seniors in the community. Matt advised that he sits on the Board for Warren County Community Services and will bring this up at their meeting Monday. John asked if there would be restrictions and certain qualifications someone would have to meet for that program. Matt stated that people would probably have to have background checks and maybe a vaccine requirement. The last thing they want to do is send someone into a senior's home that will further take advantage of them. Chuck asked Matt to have them get in touch with Kim if they plan to start the program back up again. Matt advised that he would. Ken added that this could be put on the next agenda as a follow up item to make sure the loop is closed on it. Konnie spoke up and informed that there is one client still in the Friendly Visitor's Program, so it wasn't completely shut down. She has been working with two interns this term and their focus for next year is to try to open up the volunteer base. They are working on a grant and on some pilot projects to start January 10th.

Program Dashboard & Financial Report

Ken reviewed the Program Dashboard. The census grew this past quarter by 36 clients for a total of 1,796 enrolled. This time last year, the program had eight less clients. There were 201 new enrollments, which is significantly higher than what the program has been seeing, and 167 disenrollments with the number one reason being needs otherwise met, followed by transferred to PSP, and deceased.

The average cost per client per month is down a little at \$318.44. This is largely driven by the workforce shortage of home care providers. Unfortunately, that situation continues to get worse over time. The Consumer Directed Care program saw growth with 55 individuals enrolled last quarter. Some of the need has been picked up with through Consumer Directed Care, however, traditional providers have not been able to keep up with the demands. There were 35 new enrollments in Fast Track Home and 49 disenrollments with nearly half of them in the last quarter transferred to ESP for ongoing services. Referrals are coming in from a large number of hospitals, nursing and rehab facilities with Bethesda North Hospital being the largest. Length of stay on the program was 56 days with the number one service being Electronic Monitoring Systems, followed by Home Delivered Meals, and Home Medical Equipment. Home Care Assistance with Fast Track Home is down. There were nine individuals receiving the service this past quarter which is lower than the previous because of the workforce shortage.

The average number of days between the intake call and enrollment assessment was nine days. This is under the benchmark of 12 days which is good. Out of 373 clients that needed home care assistance, 120, or 32%, were not matched with a provider. This has gradually increased and it's taking an average of five referral attempts to obtain a provider. For the current quarter, this has not improved at all. Chuck asked why they stopped tracking the number of days between the first call and the start of services. Ken explained that the data was skewed because most people are receiving multiple services. They are unable to accurately capture the data due to the way the billing data comes in. For example, home delivered meals are billed on a bulk basis each month and aren't billed by the day, so they aren't able to tell exactly when that service started. They are, however, tracking how long it's taking to get home care services started and that data will be on the next report. SASI scores are very high for those receiving services. Home Care Assistance scores have slipped a little bit, but the issue isn't necessarily with those receiving the service. It's for those in need of new services.

Carl reviewed the Financial Report. Looking at the amount of spending from the levy through the third quarter, the program will need about \$6.4 million dollars from tax levy appropriations. Compared to the budgeted amount of \$7.3 million, the program is \$994,000 under budget for the year. The program has also received about \$747,000 from other funding sources such as Cares Act, Title III funding, state, and client copays this program year.

The Total amount of projected expenses at the end of the third quarter is \$7.1 million. Compared to the budget, which is \$8 million, the program is projected to be under budget by \$950,000 for the year.

Looking only at purchase services, the program is projected to spend about \$5 million in the services listed above. Compared to the budgeted amount of \$5.8 million, the program is under budget by \$857,000.

The trend in the total projected cost of services has not changed too much from last month. One exception is in Home Care Assistance, which is projected a little lower than last quarter. The other exception is Adult Day Service as it too is projected to run lower than last quarter. The latest update COA has from Otterbein, which provides Adult Day Service, is that they have hired new staff, but they have not set a date to reopen the adult day service.

Census at the end of the third quarter is projected to be 1,782 which is lower than budgeted by 100 clients.

Chuck asked if medical transportation was down because of COVID. Carl advised that it was.

Provider Network Report

Ken provided an overview of the Provider Network Report. COA has continued working with the local EMA and ODA to secure PPE for the provider network. COA has held some distribution events and in some cases, ODA has been able to send PPE directly to the Home Care Providers.

As Carl mentioned, Otterbein is working on a reopening plan. Adult Day Centers struggled with reopening due to all the staff going elsewhere. This is happening across the region.

Medical Transportation Providers are also having difficulty hiring and recruiting drivers. This is a change because the staffing challenges were mostly with home care assistance.

The Senior Farmers Market just wrapped up and was successful. There were 102 seniors in Warren County that participated. COA plans to run this Federally funded program again next year.

The Restaurant Meal Program continues delivering meals to low income senior buildings. This is still going well. The pandemic is in the middle of another surge and the hospitals are at capacity again. This meal program has been really good for some of those vulnerable seniors.

COA has a single contract with Guardian Medical to provide Electronic Monitoring Systems to ESP clients. The 3G towers will be going away and they are working to replace the equipment for those affected by February 1st, 2022.

Ken reviewed the draft plan for the 2022 Audit Schedule. This is onsite monitoring of all the providers to make sure they are in compliance with all of the contract requirements such as doing background checks, having adequate insurance, training staff, and that their vehicles are in good operating order.

COA has been working on the plan for RFPs and there will be a lot of activity in 2022. All Title III of the Older Americans Act funded services will be issued next year, which impacts congregate meals, transportation, supportive services, and a variety of others. Also, on the docket is Home Delivered Meals, Adult Day Services, the catering contract for those providers who are using a contracted caterer, and Independent Living Assistance.

COA did complete the RFP for a new Fiscal Intermediary. This is the entity that supports payroll, background checks, and taxes are paid for the Consumer Directed Care Program. COA currently contracts with Acumen. Six responses were received from the RFP and the evaluation process was just completed. The team is recommending they contract with Palco. COA is in the process right now of reviewing them to make sure they have the capacity to take on the program. Assuming they successfully make it through the readiness review process, COA will be working on a transition plan between now and March. The intent of this RFP was to improve the quality of the CDC process to make it easier for individuals who are hiring their employee. Chuck asked Ken if he considered delaying the RFP for Adult Day Services given the fact so many of them aren't operating and they haven't been able to reopen. Ken explained that if it were up to him, he would delay it but the Federal Funding that's attached to that program is requiring the RFP with new contract awards effective October 1st. The Provider Services team is working on a plan right now on how to minimize the impact on the providers because these RFPs are a lot of work on their part as well.

Provider Quality Report- Semi-Annual

Ken gave a quick overview of the Provider Quality Report. This is a tool used to measure and compare provider quality. There are a number of Home Care Providers in the network and as a result of the RFP last year, they picked up an additional provider Southern Ohio LLC. They are starting to take on some new clients. One of the problems they are running into is some of the large providers are shrinking in market share. For example, Assisted Care by Blackstone, Helping Hands, and Interim HomeStyles are all serving fewer clients than they were last year. This is 100% driven by the workforce shortage. Although bringing in some of these new providers has helped a little bit, it's not even coming close to solving the problems they are seeing.

A Miracle Home Care and Assisted Care by Blackstone are experiencing challenges with quality scores. However, the smaller providers have good scores. COA is working with all of them but across the board their biggest challenge is with staffing. Chuck wondered if maybe there were other issues with Blackstone aside from the staffing shortages due to the decrease in quality scores. Ken advised they have been bought and sold a few times which has impacted their culture. There have been changes in management and some of the people COA had worked with historically have moved on from Blackstone.

Market Penetration & Five-Year Levy Projections

Ken reviewed the Market Penetration and Five-Year Levy Projections. He will have a student intern next year and he will have them look at what's going on with the Market Penetration in Warren County. For some time, this has been puzzling to everyone because the portion of the senior population seems to be

decreasing in terms of how many need ESP services. Ken thinks this is largely driven by growth of seniors that can pay for their own care. The Market Penetration has been used in the past as a methodology to forecast the future need in the program and it hasn't been working. The Market Penetration between 2020 and 2021 hasn't changed that much but the trendline from 2014 has seen significant decline over the years.

The Five-Year Levy Projections show that the fund balance went from \$6.5 million at the beginning of the levy cycle and is projected to end with \$11.5 million. As previously discussed, the plan is to forgo levy collections in 2022 which will help bring the fund balance down. That brings the projection to a \$5.5 million ending fund balance. This number is conservative because part of this model is forecasting flat levy revenue which is not what they've seen over the last levy cycle. There has been a lot of new construction in Warren County which has increased the levy collection amount. Ken advised another thing to monitor closely is inflation. With the number of RFPs lined up for next year, they are seeing costs go up as wages and supply issues are impacting the cost of service delivery. Chuck expressed this is a great solution for the fund balance as it was starting to get unnecessarily high, and it could have caused problems with the levy in the future as far as people continuing to support it.

OLD BUSINESS

Levy Results

Ken reviewed the levy results. Voters supported the levy by the largest margin ever seen in Warren County at 78.3%. This was also the biggest margin ever seen in any county in Southwestern Ohio. Ken thanked the levy campaign committee. He feels this also speaks to a well-run program that the community wants to continue to support it. Chuck thanked COA as well for the great job they did.

Home Health Aide App Demo

Jai'La gave a demo on how the home health aide app works and provided a live walk through of the app. The app is supposed to be an enhancement of the Consumer Directed Care Program by offering a digitized option to clients and aides, so they have a better chance at connecting. The client is the employer, and the aide is the employee, so this is geared to make that match a little easier. It's also geared to help COA have better oversight and better communication for the service. The app is still in development, and they are working to get to a place of implementation in the spring of next year.

Chuck asked if these were aides still working for various agencies. Jai'La explained these were aides working for the client. They could be people who work for agencies, but this is geared to be untraditional individuals who are just looking to fill a certain amount of hours per week providing a service. They will be targeting people who aren't already in the industry. Chuck asked who was processing the payroll. Jai'La advised they would get paid through the fiscal management service. Ken explained that was what he was discussing earlier in the meeting with the RFP replacing Acumen. Chuck then asked if there were set rates on how much aides would get paid per service or per hour. Jai'La explained it's based on per hour on a rate that's set by each county. Essentially it would be paid out just like any other home care service. Currently in the Consumer Directed Care Program, someone hires their daughter or cousin, for example, and they get paid through Acumen, the current Fiscal Intermediary. Chuck asked if the aide would be an employee of COA or the Fiscal Intermediary. Jai'La advised they are an employee of the client. Carl explained that service plan is created that authorizes so

many hours of in home service for a Consumer Directed Care person, that is then given to the client to hire that person and use the Fiscal Intermediary to handle the tax requirements. The client is in control of what the person is doing and the days they are coming. The only difference is the levy is paying for that service in their behalf. Chuck advised that he understood but the aide has to be either an independent contractor or the employee of someone and is trying to understand how that is set up. Jai'La explained they are technically an employee of the client. From her understanding, the client actually holds an EIN number and all of that information. The Fiscal Intermediary just processes the information and manages that service on their behalf. So, the client is the true employer. When it comes to taxes for this service, there's a special class number that's akin to a household tax that works like a 1099.

Ken added that this is all designed as an attempt to help solve the workforce issues with home care aides. The feedback they've received is that there's a lot of dissatisfaction from some employees working for home care companies because they want to have control over their schedule as well as families over communication. This app is entirely designed around making those processes better and attracting a new workforce that they are not currently attracting.

To that point, this home care staffing shortage is generating a lot of unspent funding in the senior services levy. We didn't get to finish this conversation at the prior meeting because of technical issues with the presentation. One of the things that COA is wanting to speak with the Advisory Council about is using some of the senior services levy dollars that are not being spent on home care and use them to do a recruitment campaign for workforce to provide these services. Chuck asked what everyone's thoughts were. John and Matt wanted to know how much they were talking about. Suzanne added that they would come back with a proposal, but she thinks what they would be talking about is doing some sort of targeted recruitment using Facebook advertising or Google. These are fairly inexpensive but also can target specific demographics. They aren't talking about running a big TV campaign or anything like that. They are working to get focused on a specific targeted audience based on zip code and demographic data through targeted posting processes. She stated they will have to get the pricing on that, but they are talking to both Warren and Hamilton County as both levies have lapsed a lot of funds and have people waiting. COA has invested all of the funding into the app, but they still need to do some sort of recruitment to get people to come and want to do this line of work. Chuck asked Tiffany and Matt if there was anything in the levy itself that would prevent them from using money for advertising. Matt advised that no, they use funds to advertise all the time and that's an appropriate use of the money. He would just like more details on how they would advertise and who they will be targeting.

NEW BUSINESS

Home Care Staffing Shortage Pilot Proposal

Stephanie gave a brief overview of the Home Care Staffing Shortage Pilot Proposal. COA has been looking at what else they can do to help solve the home care staffing shortage problem. For Fast Track Home, it is a critical time for clients discharging from the hospital and skilled nursing facilities. She thinks that some providers are reluctant to accept due to the short term nature of the program if they don't transition on to traditional ESP. COA is thinking to pilot and initiative to give a one-time payment of \$100. The goal is to maintain that client through their duration in the program and enrollment. They are also recommending doing the same in traditional ESP as part of the pilot.

Chuck asked how much this would be per month or per year. Right now, it would be for any provider that accepted and initiated services, and she believes there are 12 clients in Fast Track Home in Warren County currently without home care assistance. Konnie advised that ESP has about 220 clients without home care services. Ken stated there are about 200 enrollments per quarter although not all of those clients need home care services. He advised the cost of this is minimal compared to the demand that's not being met. Chuck expressed that it seems like they will be paying money for the people they are already taking and it's not going to help them get staff. He doesn't see how that will help them grow their capacity to assume more clients. Ken added that one of the things this is designed to try to impact is Fast Track Home is a short term service and they are seeing some providers not take any Fast Track Home clients because of all the start up costs that are involved. Chuck stated that might make sense for that program but then providers won't take on traditional ESP clients because they still have a limited capacity with staff. He feels it may shift who they are serving and not serving more people. Dave asked if the \$100 would go to the provider to which Stephanie advised was correct. Tiffany stated she wasn't even sure \$100 would be enough to get them to do it. She agrees with Chuck that there will still be a capacity issue. Ken stated this was an idea that came forward from the team and they certainly don't need to try it. Stephanie said they can take this back to the team and see what else they can think of. Chuck suggested that maybe they huddle with providers and see what they think may be a way to get and keep more aides.

ARPA Funding

Ken gave an overview of the ARPA Funding. COA will be receiving federal funding for the region through the American Recovery Act. In the packet are the initial priorities on how COA plans to spend the funding. It's a bit of a challenge with these dollars because they are not sustainable and it's one-time funding only. There is opportunity to innovate and use some of the funding to solve problems. COA is in the process of updating this plan because they held a public hearing a couple of weeks ago and had some good input and additional ideas that were provided. The plan is to use some of the federal funding to improve transportation, the workforce issue, a new grocery delivery service for those seniors unable to use other grocery services, as well as explore a new congregate meal model in senior centers and partnership with WCCS to bring potentially restaurant meals for choices in both home delivered and congregate meal programs. They also want to use smart devices for virtual workshops for the evidence based wellness programs, as well as expanding respite options for family caregivers because of the closure and challenges with Adult Day Services. Ken advised he would be happy to take any ideas and suggestion the Advisory Council may have for these funds.

Maximum Reimbursement Rates

Carl reviewed the Maximum Reimbursement Rates. The Consumer Directed Care rate goes into effect January 1st, 2022. The rest are already in effect. The Home Care Assistance rate started in May from the earlier RFP. All the other services listed were from earlier RFPs and in the RFP, there was a table that the rate would either stay the same or go up to a predetermined amount. All the changes that were in the earlier contract have an effective date of October 1st. Chuck asked if there was anything they needed to do or if it was just for their information. Carl confirmed it was just for their information.

Chair Nomination

Chuck asked if anyone had a nomination for Chair as this is his last meeting with the Advisory Council. Matt spoke up and nominated Dave to which everyone agreed. Chuck asked Dave if he would like to step into that role. Dave agreed.

Motion: Matt Nolan made a motion to nominate Dave Gully as the new chair.

Second: John Lazares seconded the motion.

Action: Dave Gully was unanimously approved as the new chair of the Advisory Council.

2022 Meeting Dates

Chuck reviewed the proposed 2022 meeting dates. There were no objections or requests to change any dates on the schedule.

HEARING THE PUBLIC

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

ADJOURNMENT

Everyone thanked Chuck for everything he has done for the Advisory Council and expressed they will miss him. With no further business to discuss, Chuck called for a motion to adjourn the meeting.

Motion: Tiffany Zindel made a motion to adjourn the meeting.

Second: Dave Gully seconded the motion.

Action: It was unanimously agreed to adjourn at 10:45 a.m.

NEXT MEETING

March 2, 2022



**Warren County ESP
Program and Financial Report
Quarter 4, 2021 (Oct. - Dec. 2021)**

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 4, 2020), census increased by 62 clients (from 1,753 to 1,815) or 3.54%.
 - 1. Short-term clients excluded, census decreased by 63 clients (from 1,752 to 1,815) or 3.6%
- B. Compared to last Quarter (Quarter 3, 2021), census increased by 19 clients (from 1,796 to 1,815) or 1.06%.
 - 1. Short-term clients excluded, census increased by 19 clients (from 1,796 to 1,815) or 1.06%.
- 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.

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

2. Fast Track Home Census Trends

- A. Average length of stay decreased 9 days to 47 days compared to Quarter 3, 2021 (from 56 to 47).
- B. New Enrollments increased from Quarter 3, 2021 to Quarter 4, 2021 (from 35 to 46).
- C. Total clients who transferred into ESP from FTH decreased by 8 from Quarter 3, 2021 (from 25 to 17).

3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$6.3 million through the fourth quarter, as compared to the budgeted amount of \$7.3 million. The variance is under budget by \$1,032,069 or 14%.
- B. Total Expenses: The expenses incurred through the fourth quarter is \$7.1 million as compared to \$8 million in the budget. The variance is under budget by \$962,494 or 12%.
- C. Purchase Services: The expenses for in home services were lower by \$832,860 or 14% as compared to budget.

Warren County ESP

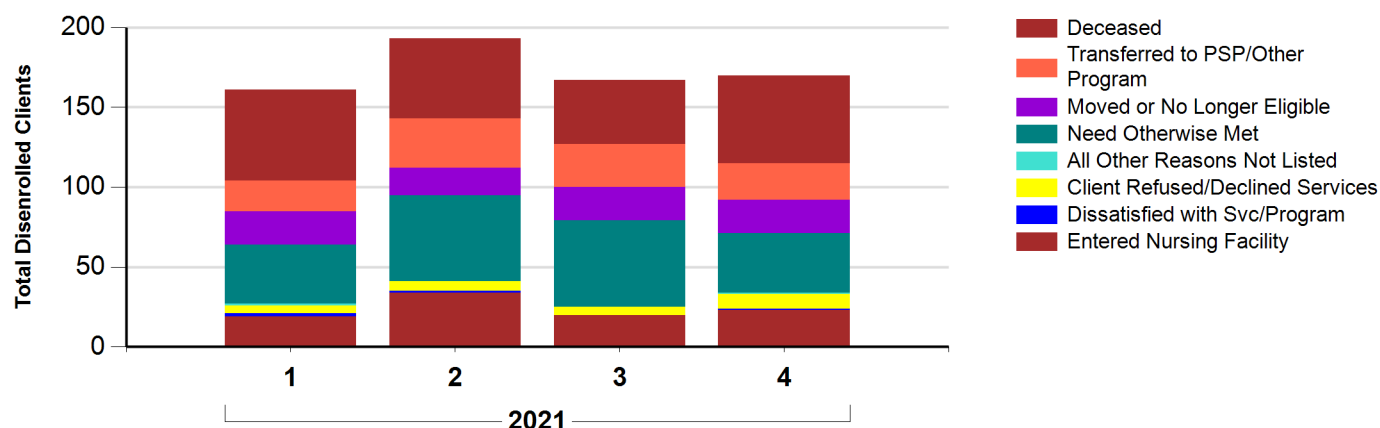
Quarter 3, 2021 (Oct - Dec. 2021)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program				
Year	2021			
Quarter	1	2	3	4
ESP	1,793	1,760	1,796	1,815
FTH	21	34	20	18
Medicaid Programs	343	366	380	392
Passport	42	46	44	53
Assisted Living	40	47	43	45
Molina	100	99	108	111
Aetna	161	174	185	183

Quarter-End Census, New Enrollments, and Disenrollments ¹				
Year	2021			
Quarter	1	2	3	4
Quarter-End Census	1,793	1,760	1,796	1,815
New Enrollments	198	159	201	186
Disenrollments	161	193	167	170

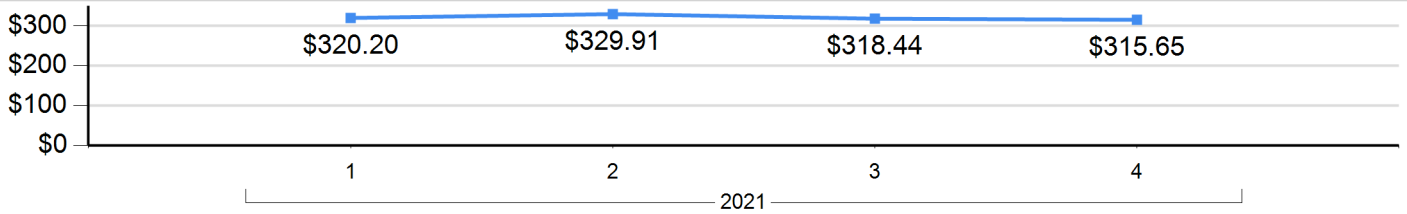
Disenrollment Outcomes				
Year	2021			
Quarter	1	2	3	4
Deceased	57	50	40	55
Transferred to PSP/Other Program	19	31	27	23
Moved or No Longer Eligible	21	17	21	21
Need Otherwise Met	37	54	54	37
All Other Reasons Not Listed	1	0	0	1
Client Refused/Declined Services	5	6	5	9
Dissatisfied with Svc/Program	2	1	0	1
Entered Nursing Facility	19	34	20	23
Total	161	193	167	170



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 4, 2021 (Oct. - Dec. 2021)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2021			
Quarter	1	2	3	4
Consumer Directed Care	51	53	55	51
Electronic Monitoring	1,105	1,092	1,081	1,109
Home Care Assistance	756	755	714	676
Home Delivered Meals	982	948	909	922
Home Medical Equipment	15	18	14	21
Medical Transportation	138	128	141	134
Other Services	77	84	82	87
All Services (Unduplicated)	1,951	1,947	1,967	1,987

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

Year	2021			
Quarter	1	2	3	4
Consumer Directed Care	4,405	4,855	4,773	4,859
Electronic Monitoring	3,388	3,387	3,350	3,404
Home Care Assistance	20,395	20,177	17,143	18,875
Home Delivered Meals	62,746	61,380	58,826	59,684
Home Medical Equipment	19	20	14	22
Medical Transportation	1,204	1,170	1,237	1,286
Other Services	187	232	207	170

Dollars Paid by Service Group (Purchased Services)¹²

Year	2021			
Quarter	1	2	3	4
Consumer Directed Care	\$64,790	\$69,902	\$68,895	\$68,961
Electronic Monitoring	\$61,485	\$61,794	\$61,679	\$63,019
Home Care Assistance	\$500,912	\$519,907	\$460,464	\$534,959
Home Delivered Meals	\$482,993	\$469,401	\$505,829	\$415,024
Medical Transportation	\$65,229	\$67,455	\$72,511	\$79,651
Other Services	\$56,559	\$56,018	\$63,021	\$73,138
All Services	\$1,231,968	\$1,244,476	\$1,232,400	\$1,234,751

¹ Other Services includes adult day facilities, many of which are still closed, while others began limited openings in May of Quarter 2, 2021.

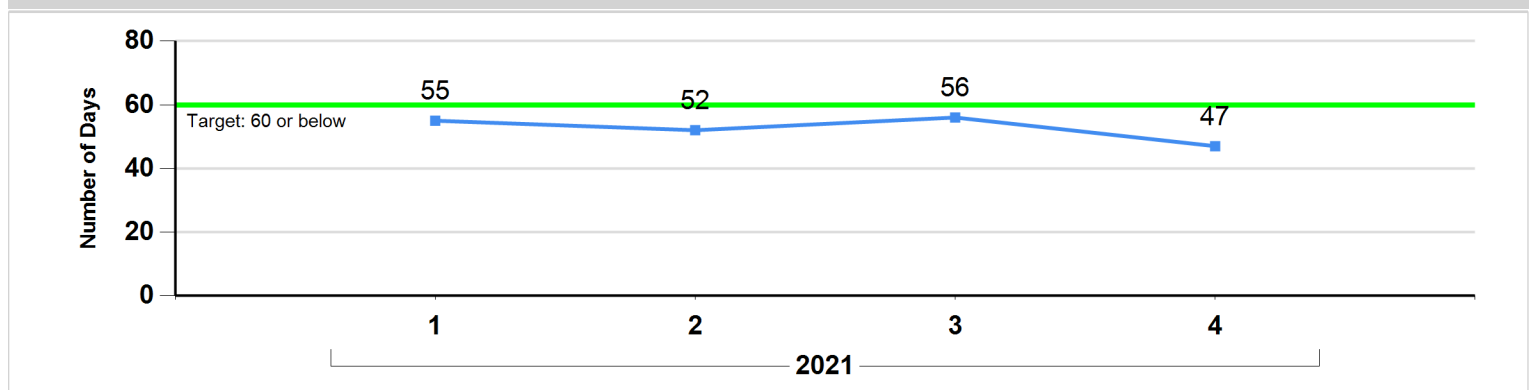
Total Clients Served, New Enrollments, Disenrollments

	2021			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	34	48	35	36
Disenrollments	34	35	49	37
Clients Transferred to ESP	23	13	25	17
	67.65%	37.14%	51.02%	45.95%

Enrollment by Setting

	2021			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Community	0	2	0	2
Clinton Memorial Hospital	0	0	0	1
Mercy Hospital Network	0	1	0	0
Premier Health Atrium	4	2	1	0
The Christ Hospital	1	1	2	0
TriHealth Hospital Network	8	10	6	3
University of Cincinnati Hospital Network	2	4	3	1
Other Hospital	3	1	5	1
Skilled Nursing Facilities	11	7	7	15
Rehabilitation Facilities	2	11	6	3
Not Captured	0	4	1	1
Total	31	43	31	27

Average Length of Stay



Warren County ESP FTH
Quarter 4, 2021 (Oct. - Dec. 2021)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2021			
Quarter	1	2	3	4
Electronic Monitoring	12	23	20	14
Home Care Assistance	14	13	9	5
Home Delivered Meals	32	28	32	32
Home Home Medical Equipment	7	18	11	14
Home Modification	4	7	6	4
Medical Transportation	4	0	8	7
All Services (Unduplicated)	45	59	52	47

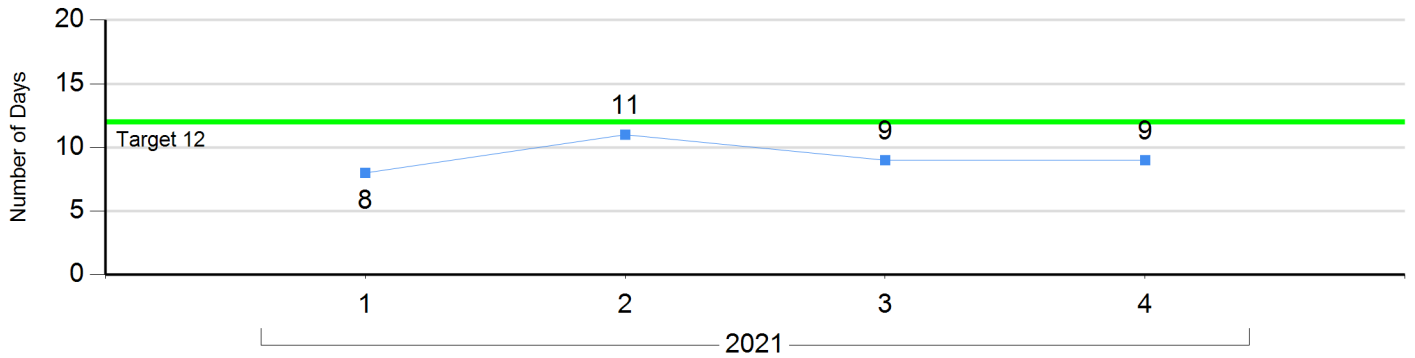
Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2021			
Quarter	1	2	3	4
Electronic Monitoring	20	34	28	23
Home Care Assistance	184	90	62	57
Home Delivered Meals	1,057	797	1,122	980
Home Home Medical Equipment	8	24	20	26
Home Modification	4	7	6	4
Medical Transportation	18	0	71	40

Dollars Paid by Service Group (Purchased Services)

Year	2021			
Quarter	1	2	3	4
Electronic Monitoring	\$408	\$799	\$640	\$463
Home Care Assistance	\$4,322	\$2,193	\$1,499	\$1,359
Home Delivered Meals	\$8,070	\$6,071	\$8,498	\$7,646
Home Home Medical Equipment	\$483	\$1,760	\$1,315	\$3,619
Home Modification	\$1,200	\$2,900	\$3,611	\$2,282
Medical Transportation	\$922	\$0	\$3,947	\$2,516
All Services	\$15,405	\$13,724	\$19,510	\$17,885

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 #Days To Authorize Request	Avg. #Days Not Matched with Provider
2021	4	664	127	19%	49	121
2022	1					
2022	2					
2022	3					

Home Delivered Meals - Client Satisfaction Survey Results

Year	2021			
Quarter	1	2	3	4
Overall Satisfaction	98.85%	99.07%	98.11%	98.20%
Good Choice of Meals Available	94.87%	97.69%	95.14%	94.62%

Medical Transportation - Client Satisfaction Survey Results

Year	2021			
Quarter	1	2	3	4
Overall Satisfaction	98.82%	98.88%	98.95%	99.23%
Service Returns Client Home Promptly	96.47%	100.00%	98.48%	100.00%

Home Care Assistance - Client Satisfaction Survey Results

Year	2021			
Quarter	1	2	3	4
Overall Satisfaction	93.27%	93.35%	92.41%	91.51%
Aide is Dependable	93.93%	90.39%	91.67%	91.51%

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.

² As Q4 2021, all data used in Home Care Provider Network Referrals and Capacity metric table is collected and reported out from the ESP RFS tracker.

Warren County ESP
Quarter 4, 2021 (Oct. - Dec. 2021)

FINANCIALS: based on actual revenue & expenses as of December 31, 2021¹

	Annual Actual	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$6,312,597	\$7,344,666	(\$1,032,069)	-14.1%
Federal Funding				
Title III C2 - Home Delivered Meals	189,733	127,715	62,018	48.6%
Title III E - Caregiver Support	142,694	109,941	32,753	29.8%
Nutrition Services Incentive Program (NSIP)	178,627	196,967	(18,341)	-9.3%
FastTrack Home Pilot Program	69,656	70,000	(344)	-0.5%
State Funding				
Alzheimer's	3,476	2,927	549	18.8%
Senior Community Services	52,986	36,166	16,820	46.5%
Interest				
Earned	59	997	(938)	-94.1%
Client Contributions				
Client Donations	20,667	15,354	5,313	34.6%
Co-Pays Received	114,781	143,036	(28,255)	-19.8%
Total Revenue	\$7,085,275	\$8,047,769	(\$962,494)	-12.0%
Expenses				
Operating Expenses				
COA Administrative	\$463,627	\$491,178	\$27,551	5.6%
Intake & Assessment	78,542	92,717	\$14,175	15.3%
Case Management	1,428,373	1,533,404	\$105,031	6.8%
FastTrack Home Pilot Program	171,137	154,014	(\$17,123)	-11.1%
Total Operational Expenses	\$2,141,679	\$2,271,313	\$129,634	5.7%
Purchased Services				
Home Care Services	\$2,016,242	\$2,571,544	\$555,302	21.6%
Independent Living	38,629	27,608	(\$11,021)	-39.9%
Electronic Monitoring	247,977	265,276	\$17,299	6.5%
Minor Home Modifications	161,519	122,250	(\$39,269)	-32.1%
Major Housecleaning	11,970	6,245	(\$5,725)	-91.7%
Pest Control	11,050	5,765	(\$5,285)	-91.7%
Home Medical Equipment	25,569	63,272	\$37,703	59.6%
Home Delivered Meals	1,873,247	1,942,915	\$69,668	3.6%
Adult Day Service	0	143,266	\$143,266	100.0%
Adult Day Transportation	0	21,783	\$21,783	100.0%
Medical Transportation	284,847	393,834	\$108,987	27.7%
Consumer Directed Care	272,547	212,698	(\$59,849)	-28.1%
Gross Purchased Services	\$4,943,596	\$5,776,456	\$832,860	14.4%
Gross Program Expenses	\$7,085,275	\$8,047,769	\$962,494	12.0%
Client Census	1,815	1,882	(136)	-7.2%
Cost of Services per Client	227.73	259.52	31.79	12.3%

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 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 Pest Control.

5. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Hours
- 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 February 2022

Personal Protective Equipment (PPE)

The Ohio Department of Health has PPE supplies available for providers of Adult Day, Home Health Care, and Senior Centers. Communication on how to request supplies was sent to the applicable providers.

Financial Management Service (FMS) for Consumer Directed Care (CDC)

An RFP was published in June 2021 to find a new Financial Management Service for Consumer Directed Care. We were working with a very tight timeline to avoid a bifurcated tax year for the provider. As a result, we did not receive an adequate number of submissions, so a new RFP was developed to address this concern.

COA worked with a consultant in the field of Fiscal Intermediary or FMS services. Based on her feedback and expertise, a newly designed RFP was published in September 2021, to procure providers to serve as the FMS for CDC. We received six submissions.

After a scoring team reviewed the proposals, and the highest scored bidder completed a Readiness Review with our consultant, a new FMS provider was selected. Palco will be our new FMS provider for CDC.

We are currently working with Acumen to transition existing clients to Palco. The transition of this service is large and will take several months to complete. The current timeline has everyone moving from Acumen to Palco by 6/30/2022. We are negotiating a timeline for when new CDC clients begin with Palco prior to 6/30, along with integration with the home health aide ap that is designed to match home care aides with seniors needing the care.

Adult Day and Senior Center Operations

Otterbein Lebanon Adult Day Service remains closed.

741 Senior Center and Congregate meal sites have experienced staffing challenges due to illness. If a congregate meal location temporarily closed, then alternate meal options were offered to clients.

Independent Living Assistance (ILA)

Partners in Prime requested to discontinue the ILA service in Warren County due to staffing shortages.

We met with Central Connections to inquire if they would be interested in expanding their service zones to include all zones in Warren County, as well as take on all the current Warren County ILA clients since Partners in Prime is no longer able to provide the service. Central Connections agreed and was eager to expand their service area to all zones in Warren County.

Central Connections has hired staff and are actively taking new ILA referrals in Warren County.

An RFP for ILA will be published in February 2022. The proposal has a due date in March 2022. As part of the development process of the RFP, we met with our existing ILA providers and COA Management staff to review the service specification. Minor suggestions for revisions were made.

Please see the attached tracked changes version, as well as a final version, of the ILA Service Specification we would like to propose to be effective in March.

During our discussions with the providers, feedback was given as to the need to allow ILA providers to deliver the service to the client even if they are on hold or suspension. The providers expressed concerns that a person could lose their housing if the provider is not permitted to assist them with paying their rent or house payment while in a rehab facility, hospital, or nursing facility. This is a large concern. After further discussion with COA Management staff, the decision was made to allow the provider to deliver ILA service while a client is on hold or suspended.

Transportation

No changes from the previous report.

Senior Farmers Market Nutrition Program

COA has signed the grant agreement for the 2022 Senior Farmers Market Nutrition Program and submitted it to Ohio Department of Aging. The 2022 plan includes both coupon distribution to seniors to spend at participating farm markets and bulk produce delivery to select senior housing locations.

Electronic Monitoring Systems – Cellular Equipment Upgrades

Guardian continues efforts to update the equipment for seven WCESP clients. 3G towers, which are used to communicate signals from cellular equipment used by Guardian and other EMS providers, are slated to shut down at the end of February 2022. Guardian continues to receive signals which indicate equipment is still operable.

Guardian will continue efforts to update the equipment.

The EMS Request for Proposals (RFP) previously anticipated in 2022 has been removed from the RFP schedule for this year. Guardian has agreed to continue to provide services to ESP clients at their current rates through September 30, 2024. COA Provider Services, led by LaTricia Long – Business Relations Partner, will take this time to research and explore the various equipment and options that currently exist to ensure the service is beneficial to the clients and to help develop a better RFP for this service.

2021 Executive Summary of Provider Reviews

Warren County Provider List	Review Frequency	2021 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
Bayley Adult Day	Annual	9/15/21	Adult Day Services and Adult Day Service Transportation	n/a	n/a	n/a	yes
Nova Home Care Co. 2020	Annual	3/16/21	Home Care Assistance	n/a	n/a	n/a	yes
Stateline Medical Equipment	Biennial	7/26/21	Minor Home Modification	Late 5 year recheck	Corrective Action Plan completed and closed	n/a	yes
All Gone Termite & Pest Control	Biennial	7/29/21	Environmental Services	n/a	n/a	n/a	yes
Assisted Care by Black Stone	Annual	1/7/21	Home Care Assistance	n/a	n/a	n/a	yes
Custom Elevator	Biennial	11/24/21	Minor Home Modifications	n/a	n/a	n/a	yes
Helping Hands Health Home Care Assistant	Annual	1/5/22	Home Care Assistance	n/a	n/a	n/a	yes
Interim HomeStyles of Greater Cincinnati	Annual	11/10/21	Home Care Assistance	n/a	n/a	n/a	yes
Meda-Care Transportation	Annual	10/22/21	Transportation	n/a	n/a	n/a	yes
MedAdapt	Biennial	9/28/21	Home Medical Equipment and Minor Home Modification	n/a	n/a	n/a	yes

Otterbein Lebanon Adult Day Service	Annual	2/24/21	Adult Day Services and Adult Day	n/a	n/a	n/a	yes
Prime HomeCare, LLC	Annual	7/20/21	Home Care Assistance	n/a	n/a	n/a	yes
Warren County Community Services, Inc.	Annual	12/29/21	Home Delivered Meals, Transportation and Care Management	n/a	n/a	n/a	yes

2022 Structural Compliance Review Schedule (a highlight indicates a change)

WARREN COUNTY ESP STRUCTURAL COMPLIANCE REVIEW SCHEDULE - 2022 (please find below the list of Warren County Providers of ESP Services and the Tentative dates for annual review for 2022.		
Warren County ESP Providers	Review Type	Review Tentative
A Miracle Home Care (formerly V & N Services, Inc.)	Annual	Apr-22
Active Day (Cincinnati location only)	Annual	Jun-22
Always There Homecare	Annual	May-22
Bayley Adult Day	Annual	Oct-22
Central Connections	Annual	Jan-22
Helping Hands Healthcare, Inc.	Annual	Dec-22
Home Care by Blackstone	Annual	Apr-22
Home Care Network	Annual	Oct-22
Home First Non-Medical	Annual	Jun-22
Interim HomeStyles of Greater Cincinnati	Annual	Oct-22
LCD Home Health Agency	Annual	Oct-22
Mayerson JCC	Annual	Apr-22
Meda-Care Transportation	Annual	Aug-22
MedAdapt Ltd.	Annual	Jun-22
Nova Home Care Company	Annual	Nov-22

Otterbein Lebanon Adult Day Service	Annual	Jan-22
Oxford Seniors Community Adult Day Service	Annual	Jul-22
Oxford Senior Center	Annual	Jul-22
People Working Cooperatively	Annual	Apr-22
Prime Home Care	Annual	Feb-22
Senior Deserved Day	Annual	Jun-22
Senior Helpers of Greater Cincinnati	Annual	Jul-22
Universal Transportation Systems (UTS)	Annual	Mar-22
Warren County Care Management	Annual	Mar-22
Warren County Community Services	Annual	Mar-22

2022 Draft Request for Proposal (RFP) Schedule

COA has revised the proposed 2022 Request for Proposals (RFPs) schedule. Our intent is to issue the following RFPs during 2022:

- Catering
- Minor Home Modification & Repair
- Independent Living Assistance – (Butler, Hamilton, & Warren Counties only)

The RFP evaluations will have 4 categories:

- **Financial Analysis and Stability:** This will be a Go/No-Go criteria. Proposals that do not demonstrate financial stability will not move forward in the evaluation process.
- **The Organization and Capabilities Overview:** Has the Proposal demonstrated the company's ability to provide and sustain these services? Has the Proposal demonstrated the company's previous commitment to serving the aging population? Does the provider have a county presence in our county/counties? Proposals demonstrating a county presence will receive additional scoring.
- **Personnel, Staffing and Training:** Has the Proposal demonstrated the company's ability to recruit, hire, train, and retain staff to insure delivery of services? Does the provider demonstrate retention and tenure in leadership positions?
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

Services with a capacity problem:

Pursuant to section 4a of the contract, Council on Aging has identified the following services as having capacity problems. "If it is determined by Council in consultation with the County appointed Advisory Council that there is a problem with service provider capacity to deliver sufficient or quality service(s), Council may recruit and certify service providers without competitive bidding."

- Home Care Assistance
- Adult Day Services
- Independent Living Assistance

**ELDERLY SERVICES PROGRAM (ESPSM)
INDEPENDENT LIVING ASSISTANCE (ILA)
SERVICE SPECIFICATION**

**EFFECTIVE March
2022~~MAY 1, 2019~~
(BCESP) (HCESP)
(WCESP)**

INDEPENDENT LIVING ASSISTANCE SERVICE SPECIFICATION

1.0 OBJECTIVE

~~To advocate for the client and assist them to remain independent in the community.~~ To advocate for the client and assist them to remain independent in their home and in the community.

2.0 UNIT OF SERVICE

a) A unit of service is equal to 15 minutes. Notification should be given to care management staff if additional units are ~~needed fulfill the client's care plan.~~ needed in order to fulfill the client's care plan at the end of the care plan year.

3.0 ILA SERVICES

a) Completion of Applications and Program Review

- Homestead Exemption
- Home Energy Assistance Program (HEAP)
- Percentage of Income Payment Plan (PIPP)
- Subsidized housing
- Prescription assistance
- Job and Family application
- Food Stamps
- PASSPORT
- Qualified Medicare Beneficiary (QMB)
- Veterans Administration application
- Commodity box yearly application

b) Commodity Box and Food Pantries

- Yearly applications
- Pick up and distribution of food boxes
- Authorized representative to pick up food boxes

c) Housing

- Assist with mortgage refinancing and loan applications
- Work with Cincinnati Metropolitan Housing Authority
- Assistance with finding appropriate housing to meet the needs of the client
- Work with client to ensure rent or house payments are made to maintain housing

d) Assisting with Health Insurance and Benefits

- Assist with completion of paperwork for doctors
- Review of Explanation of benefits (EOB) from insurance companies
- Organizing and coordinating health insurance records including the completion of Medicare and other third-party payer claim forms for reimbursement of health care expenses.
- Assisting the client in selection and applying for a new insurance plan

e) Bill Pay

- Ensuring bills are paid on time
- Making over the phone payments, if applicable
- Setting up auto pay or electronic bill pay, if preferred by the client

f) Banking

- making routine deposits and withdrawals
- purchasing money orders
- writing personal checks
- paying bills in person or by mail
- balancing and reconciling checkbooks
- reconciling monthly checking account statements

g) Assisting with business and personal correspondence

- writing letters
- help maintain benefits
- purchasing stamps
- delivering correspondence to or from the post office

h) Mail

- Organize and sort mail
- Identify bills that need to be paid
- Removal of junk mail

i) Assist with making appointments

- Transportation
- Doctor's appointments
- Schedule appointments to meet the needs of maintaining yearly applications for JFS, Medicaid, etc.
- Assisting the client with phone calls.

j) Patient Assistance Programs and Community Assistance

- Working with clients to assist with pharmacy programs, such as St. Vincent de Paul pharmacy, people working cooperatively, habit for humanity, rent and mortgage assistance programs
- Work with hospitals to complete application to lower client financial responsibility for a hospital stay

k) Follow up necessary if a client was involved in any scam activity.

l) Calling clients at times that no other in-home services are being provided to confirm that clients are functioning safely in the home environment.

~~a) Applying for programs such as Homestead Exemption, Home Energy Assistance Program, subsidized housing and prescription assistance.~~

~~b) Completion of applications: i.e. JFS and PASSPORT applications.~~

~~e)a) Mortgage refinancing and loan applications.~~

~~d) Organizing and coordinating health insurance records including the completion of Medicare and other third party payer claim forms for reimbursement of health care expenses.~~

~~e) Assisting or acting as the client's authorized representative for maintaining or applying for public benefits: i.e. food stamps, etc.~~

~~f) Assistance with finding appropriate housing to meet the needs of the client.~~

~~g) Assisting the client in selection and applying for a new insurance plan.~~

~~h) Banking which may include making routine deposits and withdrawals, purchasing money orders, writing personal checks, paying bills in person or by mail, balancing checkbooks and reconciling monthly checking account statements.~~

~~i) Assisting with business and personal correspondence including writing letters, purchasing stamps and delivering correspondence to the post office.~~

~~j) Monitoring of mail received for bills that are due.~~

~~k) Arranging appointments.~~

~~l) Assisting the client with phone calls.~~

~~m) Follow up necessary if a client was involved in any scam activity.~~

n)b) 4.0 PROVIDER REQUIREMENTS

a) a) The Provider must become the client's ~~legally~~ authorized representative or have documentation of written permission from the client or on client's behalf to assist with tasks of a financial or personal nature.
~~e) to bank on client's behalf.~~

b) b) The Provider must have the capacity to address client's concerns and respond during normal operational hours.
~~p) answer the telephone and respond during normal operational hours within 24 business hours.~~

c) c) The Provider must maintain individual records for each episode of service.
Documentation must include:

- i. Date of service
- ii. A description of the service performed
- iii. The name of the individual performing the service
- iv. The arrival and departure times or telephone start and end time of the individual performing the service
- v. The written or electronic signature of the person performing the service
- vi. The client's or client's caregiver's signature for each episode of in home service delivery, unless an electronic verification system is used by the Provider.
- vii. A client signature is not required when ILA activities are telephonic.

c) e) If the Provider experiences a change in a client's status, the Provider will notify the Care Manager within one business day of becoming aware.

d) The Provider must deliver services as authorized in the client's care plan.

f) The Provider must be able to document they have the capacity to deliver services five (5) days per week.

g) The Provider must have a substitute to utilize in the event the scheduled staff member could not deliver the service as outlined in the client's care plan.

h) The Provider must review personnel time sheets, at a minimum of every 30 days, to ensure tasks performed coincide with the tasks on the assignment sheets.

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5.0 QUALIFICATIONS OF ILA WORKER

The ILA Provider shall ensure the ILA worker has appropriate skills such as:

a) Ability to balance and reconcile a checkbook. Can complete a check book register.

~~a) Ability to balance a checkbook.~~

b) Knowledge of health insurance plans including but not limited to Medicare, Medicaid, and MyCare Ohio.

c) Advanced knowledge of community resources.

a) ~~Ability to do simple math~~ Can effectively assist the client with managing finances and budget needs

d) Computer literate.

e) Understanding of ethics, boundaries, and legal compliance in regard to working with clients.

e)f) Understand community agencies that may provide legal assistance to clients, such as Legal aid and ProSeniors

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6.0 QUALIFICATIONS FOR ILA SUPERVISOR

a) The ILA Supervisor must possess a Bachelor's or Associate Degree in Gerontology, Health Care, Business, Family and Client Services, Human Services, Social Work degree as a Licensed Social Worker licensed in the State of Ohio or related degree; or a minimum of three (3) years of employment experience in the provision of social services.

b) Must also meet all of the qualifications for an ILA worker.

7.0 ILA SUPERVISION

a) The Supervisor must complete and document an initial home visit to develop the client's task sheet to meet the needs of the client, assuring consistency with the Care Manager's authorized care plan.

b) A supervisory home visit or phone call must be completed annually. The phone call or visit will include an evaluation of the ILA personnel performance, compliance with the care plan, and client satisfaction.

c) The Supervisor must notify the Care Manager within one business day of becoming aware of any significant changes in the client's health and safety or any recommended service modifications.

**ELDERLY SERVICES PROGRAM (ESPSM)
INDEPENDENT LIVING ASSISTANCE (ILA)
SERVICE SPECIFICATION**

**EFFECTIVE MARCH 2022
(BCESP) (HCESP) (WCESP)**

INDEPENDENT LIVING ASSISTANCE SERVICE SPECIFICATION

1.0 OBJECTIVE

To advocate for the client and assist them to remain independent in their home and in the community.

2.0 UNIT OF SERVICE

a) A unit of service is equal to 15 minutes. Notification should be given to care management staff if additional units are needed fulfill the client's care plan.

3.0 ILA SERVICES

a) Completion of Applications and Program Review

- Homestead Exemption
- Home Energy Assistance Program (HEAP)
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- Commodity box yearly application

b) Commodity Box and Food Pantries

- Yearly applications
- Pick up and distribution of food boxes
- Authorized representative to pick up food boxes

c) Housing

- Assist with mortgage refinancing and loan applications
- Work with Cincinnati Metropolitan Housing Authority
- Assistance with finding appropriate housing to meet the needs of the client
- Work with client to ensure rent or house payments are made to maintain housing

d) Assisting with Health Insurance and Benefits

- Assist with completion of paperwork for doctors
- Review of Explanation of benefits (EOB) from insurance companies
- Organizing and coordinating health insurance records including the completion of Medicare and other third-party payer claim forms for reimbursement of health care expenses.
- Assisting the client in selection and applying for a new insurance plan

e) Bill Pay

- Ensuring bills are paid on time

- Making over the phone payments, if applicable
- Setting up auto pay or electronic bill pay, if preferred by the client

f) Banking

- making routine deposits and withdrawals
- purchasing money orders
- writing personal checks
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- Work with hospitals to complete application to lower client financial responsibility for a hospital stay

k) Follow up necessary if a client was involved in any scam activity.

l) Calling clients at times that no other in-home services are being provided to confirm that clients are functioning safely in the home environment.

4.0 PROVIDER REQUIREMENTS

a) The Provider must become the client's authorized representative or have documentation of written permission from the client or on client's behalf to assist with tasks of a financial or personal nature.

b) The Provider must have the capacity to address client's concerns and respond during normal operational hours.

c) The Provider must maintain individual records for each episode of service. Documentation

must include:

- i. Date of service
 - ii. A description of the service performed
 - iii. The name of the individual performing the service
 - iv. The arrival and departure times or telephone start and end time of the individual performing the service
 - v. The written or electronic signature of the person performing the service
 - vi. The client's or client's caregiver's signature for each episode of in-home service delivery unless an electronic verification system is used by the Provider.
 - vii. A client signature is not required when ILA activities are telephonic.
- d) If the Provider experiences a change in a client's status, the Provider will notify the Care Manager within one business day of becoming aware.
- e) The Provider must deliver services as authorized in the client's care plan.
- f) The Provider must be able to document they have the capacity to deliver services five (5) days per week.
- g) The Provider must have a substitute to utilize in the event the scheduled staff member could not deliver the service as outlined in the client's care plan.
- h) The Provider must review personnel time sheets, at a minimum of every 30 days, to ensure tasks performed coincide with the tasks on the assignment sheets.

5.0 QUALIFICATIONS OF ILA WORKER

The ILA Provider shall ensure the ILA worker has appropriate skills such as:

- a) Ability to balance and reconcile a checkbook. Can complete a check book register.
- b) Knowledge of health insurance plans including but not limited to Medicare, Medicaid, and MyCare Ohio.
- c) Advanced knowledge of community resources.
- d) Can effectively assist the client with managing finances and budget needs
- e) Computer literate.
- f) Understanding of ethics, boundaries, and legal compliance regarding working with clients.
- g) Understand community agencies that may provide legal assistance to clients, such as Legal aid and ProSeniors

6.0 QUALIFICATIONS FOR ILA SUPERVISOR

- a) The ILA Supervisor must possess a Bachelor's or Associate Degree in Gerontology, Health Care, Business, Family and Client Services, Human Services, Social Work degree as a Licensed Social Worker licensed in the State of Ohio or related degree; or a minimum of three (3) years of employment experience in the provision of social services.

b) Must also meet all the qualifications for an ILA worker.

7.0 ILA SUPERVISION

a) The Supervisor must complete and document an initial home visit to develop the client's task sheet to meet the needs of the client, assuring consistency with the Care Manager's authorized care plan.

b) A supervisory home visit or phone call must be completed annually. The phone call or visit will include an evaluation of the ILA personnel performance, compliance with the care plan, and client satisfaction.

c) The Supervisor must notify the Care Manager within one business day of becoming aware of any significant changes in the client's health and safety or any recommended service modifications.

2022 Sliding Fee Scale Effective 4/1/2022

	1 Person		2 People		3 People		4 People		5 People		6 People	
<i>FPL (100%) >>></i>	\$ 13,590		\$ 18,310		\$ 23,030		\$ 27,750		\$ 32,470		\$ 37,190	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 1,699	\$ -	\$ 2,289	\$ -	\$ 2,879	\$ -	\$ 3,469	\$ -	\$ 4,059	\$ -	\$ 4,649
5%	\$ 1,700	\$ 1,847	\$ 2,290	\$ 2,488	\$ 2,880	\$ 3,130	\$ 3,470	\$ 3,771	\$ 4,060	\$ 4,413	\$ 4,650	\$ 5,054
10%	\$ 1,848	\$ 1,996	\$ 2,489	\$ 2,690	\$ 3,131	\$ 3,383	\$ 3,772	\$ 4,076	\$ 4,414	\$ 4,770	\$ 5,055	\$ 5,463
15%	\$ 1,997	\$ 2,146	\$ 2,691	\$ 2,891	\$ 3,384	\$ 3,636	\$ 4,077	\$ 4,382	\$ 4,771	\$ 5,127	\$ 5,464	\$ 5,872
20%	\$ 2,147	\$ 2,295	\$ 2,892	\$ 3,093	\$ 3,637	\$ 3,890	\$ 4,383	\$ 4,687	\$ 5,128	\$ 5,484	\$ 5,873	\$ 6,281
25%	\$ 2,296	\$ 2,445	\$ 3,094	\$ 3,294	\$ 3,891	\$ 4,143	\$ 4,688	\$ 4,992	\$ 5,485	\$ 5,841	\$ 6,282	\$ 6,690
30%	\$ 2,446	\$ 2,594	\$ 3,295	\$ 3,495	\$ 4,144	\$ 4,396	\$ 4,993	\$ 5,297	\$ 5,842	\$ 6,199	\$ 6,691	\$ 7,100
35%	\$ 2,595	\$ 2,744	\$ 3,496	\$ 3,697	\$ 4,397	\$ 4,650	\$ 5,298	\$ 5,603	\$ 6,200	\$ 6,556	\$ 7,101	\$ 7,509
40%	\$ 2,745	\$ 2,893	\$ 3,698	\$ 3,898	\$ 4,651	\$ 4,903	\$ 5,604	\$ 5,908	\$ 6,557	\$ 6,913	\$ 7,510	\$ 7,918
45%	\$ 2,894	\$ 3,043	\$ 3,899	\$ 4,100	\$ 4,904	\$ 5,156	\$ 5,909	\$ 6,213	\$ 6,914	\$ 7,270	\$ 7,919	\$ 8,327
50%	\$ 3,044	\$ 3,192	\$ 4,101	\$ 4,301	\$ 5,157	\$ 5,410	\$ 6,214	\$ 6,518	\$ 7,271	\$ 7,627	\$ 8,328	\$ 8,736
55%	\$ 3,193	\$ 3,342	\$ 4,302	\$ 4,502	\$ 5,411	\$ 5,663	\$ 6,519	\$ 6,824	\$ 7,628	\$ 7,984	\$ 8,737	\$ 9,145
60%	\$ 3,343	\$ 3,491	\$ 4,503	\$ 4,704	\$ 5,664	\$ 5,916	\$ 6,825	\$ 7,129	\$ 7,985	\$ 8,342	\$ 9,146	\$ 9,554
65%	\$ 3,492	\$ 3,641	\$ 4,705	\$ 4,905	\$ 5,917	\$ 6,170	\$ 7,130	\$ 7,434	\$ 8,343	\$ 8,699	\$ 9,555	\$ 9,963
70%	\$ 3,642	\$ 3,790	\$ 4,906	\$ 5,107	\$ 6,171	\$ 6,423	\$ 7,435	\$ 7,739	\$ 8,700	\$ 9,056	\$ 9,964	\$ 10,372
75%	\$ 3,791	\$ 3,940	\$ 5,108	\$ 5,308	\$ 6,424	\$ 6,676	\$ 7,740	\$ 8,045	\$ 9,057	\$ 9,413	\$ 10,373	\$ 10,781
80%	\$ 3,941	\$ 4,089	\$ 5,309	\$ 5,509	\$ 6,677	\$ 6,930	\$ 8,046	\$ 8,350	\$ 9,414	\$ 9,770	\$ 10,782	\$ 11,190
85%	\$ 4,090	\$ 4,239	\$ 5,510	\$ 5,711	\$ 6,931	\$ 7,183	\$ 8,351	\$ 8,655	\$ 9,771	\$ 10,127	\$ 11,191	\$ 11,600
90%	\$ 4,240	\$ 4,388	\$ 5,712	\$ 5,912	\$ 7,184	\$ 7,436	\$ 8,656	\$ 8,960	\$ 10,128	\$ 10,485	\$ 11,601	\$ 12,009
95%	\$ 4,389	\$ 4,538	\$ 5,913	\$ 6,114	\$ 7,437	\$ 7,690	\$ 8,961	\$ 9,266	\$ 10,486	\$ 10,842	\$ 12,010	\$ 12,418
100%	\$ 4,539	\$ 4,687	\$ 6,115	\$ 6,315	\$ 7,691	\$ 7,943	\$ 9,267	\$ 9,571	\$ 10,843	\$ 11,199	\$ 12,419	\$ 12,827

Warren County Elderly Services Program
2022
CONFLICT OF INTEREST POLICY

INTRODUCTION

This policy shall apply to the Warren County Elderly Services Advisory Council. The Advisory Council recognizes that any real or perceived conflict of interest on behalf of the Advisory Council could impair the ability of the Warren County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Warren County Elderly Services Program's standard conduct as it relates to potential conflicts of interest.

DEFINITIONS

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
2. "Staff" means an employee of an agency that conducts business with the Warren County Elderly Services Program.
3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than \$1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.
4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Warren County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Warren County Elderly Services Program or Administrator.
5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

STANDARDS

Warren County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Warren County Elderly Services Program and their stakeholders, free from any adverse or conflicting personal or financial interests.

Refrain from using or authorizing the use of the authority of their positions to secure anything of value or the promise or offer of anything of value that manifests a substantial and improper influence upon them with respect to their duties. No board or council member may either solicit or accept gratuities, favors, or anything of monetary value from grant recipients, potential grant recipients, contractors, potential contractors, or parties to sub-agreements.

Abstain from voting on any matter in which they and/or a family member have a personal or financial interest.

Promptly inform the Advisory Council of any personal or financial interest of which they are aware which may influence their decisions. Such disclosure shall occur at least annually and at any other time that Warren County Elderly Services Advisory Council considers any matter involving a business entity in which the board member has an interest.

Refrain from participating in the selection, award, or administration of a grant if real or perceived conflicts of interest exist.

In addition:

No person shall serve concurrently as an employee or board member of a contracted provider and as a board or advisory council member of Warren County Elderly Services Program without full disclosure to Warren County Elderly Services Advisory Council.

No person shall serve as a contract agency board member whose family member is an employee of Warren County Elderly Services Program/Administrator or serves on the Warren County Elderly Services Program and Administrator Board, without full disclosure to Warren County Elderly Services Advisory Council.

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Warren County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.
2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.
3. Attached is Conflict of Interest reporting form:

Form I

For reporting by Warren County Elderly Services Program Advisory Council. Must be completed by each Warren County Elderly Services Program Advisory Council member when elected or appointed. A new form should be completed if a subsequent conflict arises.

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

(For reporting by the Warren County Elderly Services Advisory Council)

_____ I have received and read the "Conflict of Interest" policy of the Warren County Elderly Services Program. I have no conflict of interest. (*)

_____ I have received and read the "Conflict of Interest" policy of the Warren County Elderly Services Program and disclose the following:

I certify that the above information is true to the best of my knowledge and that I have no other conflict to report at this time. I further certify that I will abide by the terms of the conflict of interest policies of the Warren County Elderly Services Advisory Council and will report any new conflict of interest when it arises.

Date

Signature

Printed Name

(*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Warren County Elderly Services Advisory Council itself;
2. You are a member of Warren County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;
3. You have a family member on a contract agency's board or staff;
4. You have a family member on the staff of Warren County Elderly Services Program;
5. You have a personal interest in a matter before Warren County Elderly Services Program; or
6. You or your family member has a financial interest of \$1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Warren County Elderly Services Program.



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Confidentiality Policy for Advisory Council Members, Volunteers and Affiliates of Council on Aging

Respecting the privacy of our clients, donors, members, staff, volunteers and of Council on Aging (COA) itself is a basic value of COA. Personal, health and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from COA in accordance with the HIPAA Privacy and Security Rule.

Board and council members, volunteers and affiliates are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from discussing confidential information in public spaces and from leaving confidential information contained in documents or on computer screens in plain view.

Board and council members, volunteers and affiliates of COA may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of COA that such information must be kept confidential both during and after affiliation or volunteer service. Affiliates and volunteers, including board and advisory council members, are expected to return materials containing privileged or confidential information at the time of separation from affiliation or expiration of service.

Acknowledgement of Confidentiality of Client Information

I agree to treat all information about clients, donors, staff, volunteers and COA itself that I learn during my affiliation or service with COA as confidential and I understand that it would be a violation of policy to disclose such information to anyone without prior COA authorization in accordance with the HIPAA Privacy and Security Rule.

Signature of Affiliate/Volunteer: _____

Date: _____ Name: _____