

## AGENDA

### BCESP Advisory Council Meeting

March 14, 2024, at 3:00 pm – 5:00 pm

LifeSpan, Inc. – 1900 Fairgrove Avenue, Hamilton, OH 45011 – Bever Room

<b>CALL TO ORDER</b>	3:00 – 3:05 pm	Jennifer Roth
<b>SPECIAL REPORT</b> ❖ Demographic Analysis	3:05 – 3:45 pm	Dr. Robert Applebaum & Matt Nelson
<b>COMMITTEE REPORTS</b> ❖ Nominating Committee ○ Emily Liechty (Action Needed) ○ Jennifer Heston-Mullins Extension (Action Needed)	3:45 – 3:50 pm	Kevin Kurpieski
<b>APPROVAL OF MINUTES</b> ❖ December 14, 2023, Minutes (Action Needed)	3:50 – 3:55 pm	Jennifer Roth
<b>QUARTERLY REPORTS</b> ❖ Program Dashboard & Financial Report ○ Healthy Aging Grant Update  ❖ Five Year Levy Projections  ❖ Program Update Report ○ 2024 Provider Monitoring Schedule & 2023 Results ○ Provider Quality Report	3:55 – 4:05 pm  4:05 – 4:15 pm  4:15 – 4:25 pm	Ken Wilson & Ronnie Spears  Ronnie Spears  Lisa Portune
<b>OLD BUSINESS</b> ❖ PACE Expansion Update ❖ Community Engagement	4:25 – 4:35 pm (10 Min. Total)	Ken Wilson Nan Cahall
<b>NEW BUSINESS</b> ❖ Service Specification Changes (Action Needed) ○ Electronic Monitoring System ❖ Maximum Reimbursement Rates ❖ Updated Sliding Fee Scale (Action Needed) ❖ Conflict of Interest & Confidentiality Forms	4:35 – 4:50 pm (15 Min Total)	Lisa Portune  Ronnie Spears Ronnie Spears Jennifer Roth
<b>HEARING THE PUBLIC</b>	4:50 – 4:55 pm	Jennifer Roth
<b>ADJOURNMENT</b>	5:00 pm	Jennifer Roth

**NEXT MEETING:** June 13, 2024

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# **Profile of the Older Adult Population in Butler County**

March 14th, 2024

Presentation to the Butler County ESP  
Advisory Committee

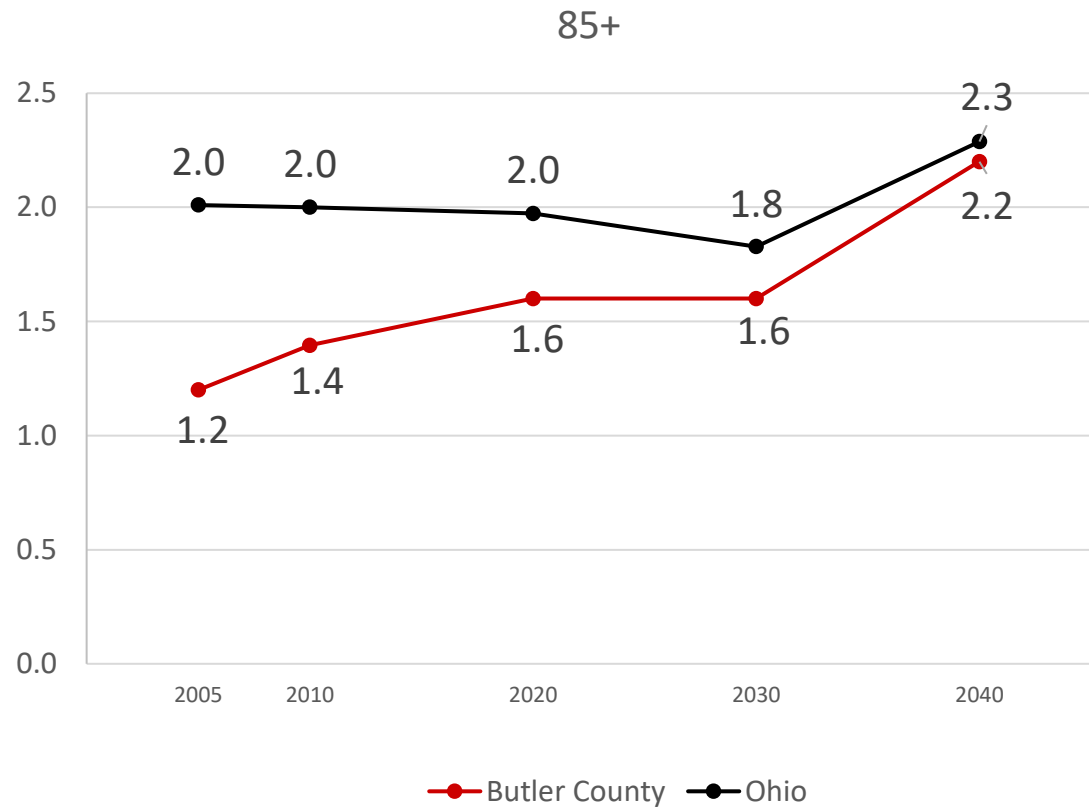
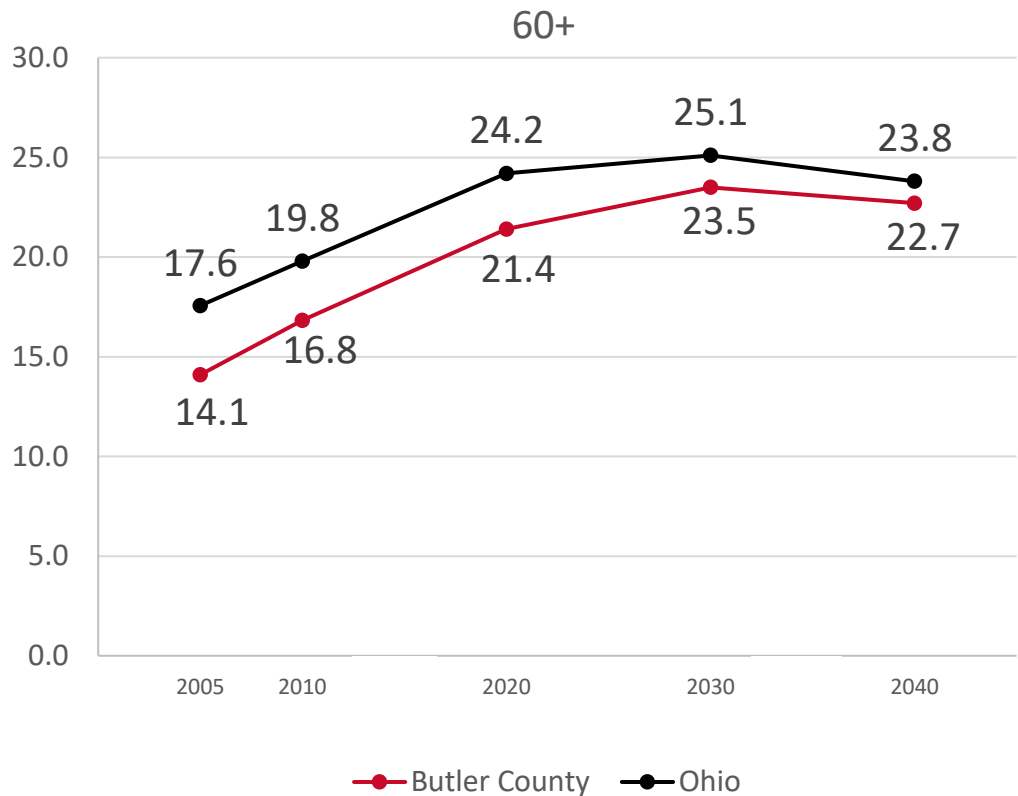


SCRIPPS GERONTOLOGY CENTER

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# Growth in Butler County's Aging Population

## *Percentages of Butler County Population 60+ and 85+: 2005-2040*

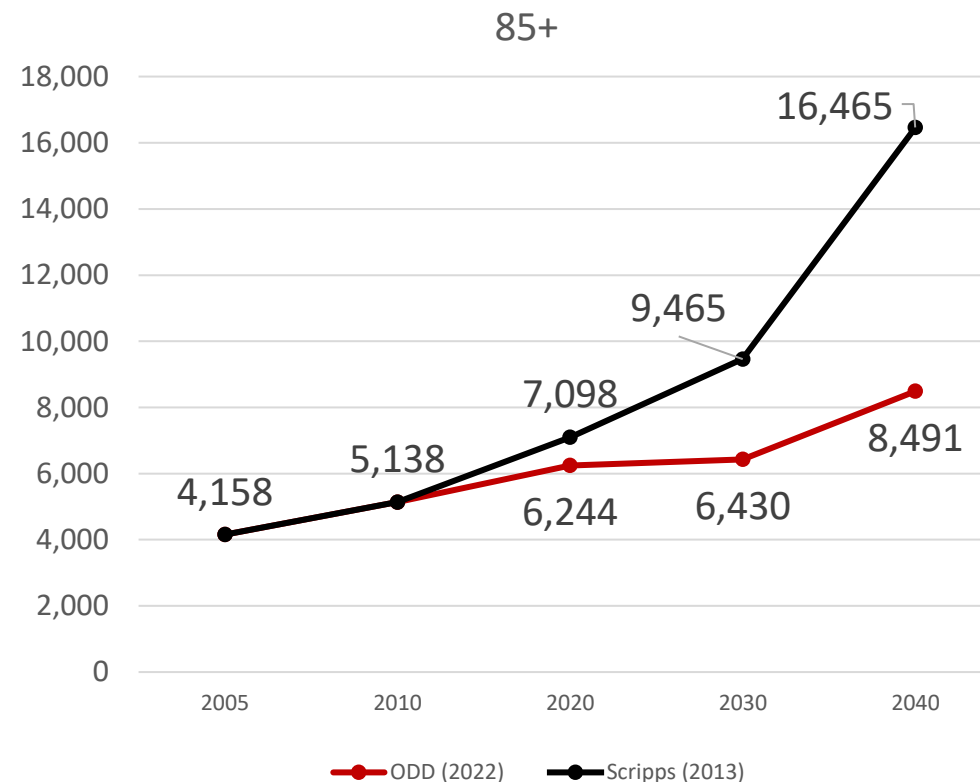
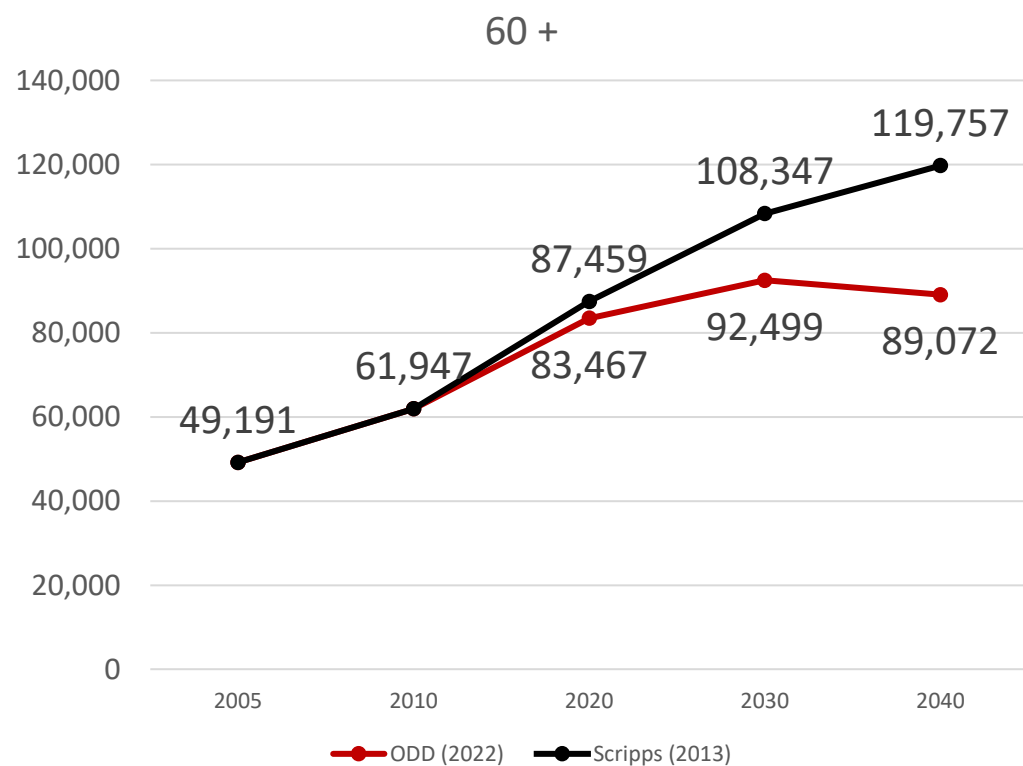


Note: **Bold** numbers = Current ODS calculations (2020 – 2040). Numbers in parentheses are Scripps' earlier projections constructed in 2013

- Calculated using data from the Ohio Department of Development, Office of Research, "County Population Projections: 2020-2050", <https://development.ohio.gov/about-us/research/population>

# 2013 Projections Compared to Latest Projections

## *Percentages of Butler County Population 60+ and 85+: 2005-2040*



Notes: Calculated using data from the Ohio Department of Development (ODD), Office of Research, "County Population Projections: 2020-2050", <https://development.ohio.gov/about-us/research/population>

Scripps Gerontology Center (2013). Projections and Characteristics of the 60+ Population. Scripps Gerontology Center, Miami University, Oxford, OH

# Demographic and Economic Well-Being

Demographics of Butler County and Ohio Residents aged 60 and older	Ohio	Butler County
Population 60+	2,803,677	82,359
Minority	13.7	10.8
Not Married	43.5	39.9
Living Alone (65+)*	30.5	27.5
Economic Well-being 60+		
At or below 150% of poverty	18.6	13.9
Households by presence of people age 60 and over	1,767,021	50,267
Home Owner-occupied	1,386,397	40,672
30% or more of income goes to home ownership (%)	21.4	21.0
Renter – Occupied	380,624	9,595
30% or more of income goes to rent (%)	51.3	49.2

Note: U.S. Census Bureau. "POPULATION 60 YEARS AND OVER IN THE UNITED STATES." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0102, 2021, . Accessed on November 15, 2023.

\*U.S. Census Bureau. Table B09021, Living Arrangements of Adults 18 Years and older by Age, Accessed on 3/13/2024

# Disability and Alzheimer's Disease and Related Dementias (ADRD) Characteristics

Disability and Dementia 65+ population	Ohio (2020)	Butler County (2020)
Disability and ADRD		
Moderate (1 ADL impairment) – Estimated #	210,599	6,140
Severe (2+ ADL impairments, 24-hour supervision, dementia) – Estimated #	219,982	6,026
ADRD		
People ADRD and out of the 65+ population – by community/nursing home living	268,176 (13.1%)	7,116 (12.1% )
Community Residents (% out of 65+ with ADRD)	236,500 (88.2%)	6,300 (88.5%)
Nursing Home Residents (% out of 65+ with ADRD)	31,676 (11.8%)	816 (11.5%)

Dhana, K. Beck, T., et al. (2023). Prevalence of Alzheimer's disease dementia in the 50 US states and 3142 counties: A population estimate using the 2020 bridged-race postcensal from the National Center for Health Statistics. Alzheimer's and Dementia.  
<https://doi.org/10.1002/alz.13081>

LTCFocus Public Use Data sponsored by the National Institute on Aging (P01 AG027296) through a cooperative agreement with the Brown University School of Public Health. Available at [www.ltcfocus.org](http://www.ltcfocus.org).  
<https://doi.org/10.26300/h9a2-2c26>

# Current Butler County ESP Enrollee Characteristics

	All Enrollees %	Receiving 1 paid service of any type %	Receiving 2+ paid services %	Consumer Directed Care option %
Age (mean)	80.9	81.3	80.5	81.5
Minority	10.3	9.1	11.7	16.7
Live alone	59.7	52.9	67.8	56.4
Income less than \$1,350	30.5	29	32.2	31.8
Dementia and needs 24-hour care	2.3	3.2	1.3	4
2+ ADLS	91.4	89.3	93.9	96.0
2+ IADLS	96.3	94.6	98.2	98.4
Has copay	36.8	46.3	26.5	20.6
Receipt of services breakdown	100	54.6	45.4	4
Total	3,152	1,721	1,431	126

Slide from 3-2022 Scripps Presentation to BCESP Advisory Board entitled, **Evaluation of the Butler County Elderly Services Program (ESP)**

## Long-term Care Use in 2019

	NH Users per 1000 60+	HCBS Users per 1000 60+	Assisted Waiver Users per 1000 60+	NF Beds per 1000 60+	RCF Beds per 1000 60+
Ohio	25.5	17.4	1.3	30.2	17.8
Butler	23.8	11.7	1.8	27.6	24.0



# Closed NH and RCF Facilities

- NHs: Butler county currently has 23 facilities for a total of 4501 beds. One facility closed since 2022. Butler County has had 2 closed licensed facilities since 2005.
- RCFs: Butler county currently has 21 facilities for a total of 4144 beds. Two ALs closed since 2022. In total 5 facilities have closed since 2005.

# What does this mean for Butler County Moving Forward?

- While the size of the Butler county population age 85 and older is lower than we initially projected, it will increase by 36% between 2020 and 2040.
- Butler county residents appear slightly less vulnerable than Ohioans statewide, but still four in ten live alone, one in seven live at 150% or below of poverty, and one in five homeowners and half of all renters pay more than 30% of income for housing.
- The county population age 60 and older has increased by 70% since the last levy increased passed in 2005, and the 85 and older group has increased by 50%.
- About 6,000 county residents age 60 and older have a moderate impairment (ESP eligible) and about 6,000 residents age 60 and older have a severe impairment. ESP serves about 3000 residents.
- The large ESP footprint appears to be helping county residents remain independent and become less reliant on the state/federal Medicaid program. For example, lower use rate of nursing homes and Medicaid waiver services per 1000 60+ population.
- Given the increase in the 85 plus population in particular, and the past overall population increases, it will be necessary for the county to either increase levy resources or modify expenditures by tightening eligibility criteria or reducing service coverage. As an example, using levy funding to serve more short-term participants (e.g. Fast track Home).

**MINUTES**  
**BCESP ADVISORY COUNCIL MEETING**  
**THURSDAY, DECEMBER 14, 2023 @ 3:00 P.M.**

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## ATTENDANCE

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<b><i>Members Present:</i></b>	<b><i>COA Staff:</i></b>	<b><i>Guests:</i></b>
Michael Berding, <i>virtual</i> Shawn Cowan, <i>in person</i> Jennifer Heston-Mullins, <i>in person</i> Sabrina Jewell, <i>in person</i> Laura Lacy, <i>in person</i> John McCarthy, <i>in person</i> Sherrill Swann, <i>in person</i>	Nan Cahall Lisa Portune Stephanie Seyfried Ronnie Spears Ken Wilson	Mya Banks Karen Dages, Partners in Prime Katie Furniss, LifeSpan Joyce Kachelries, LifeSpan Emily Leichty, <i>virtual</i> Sherry Lind, Catholic Charities
<b><i>Excused:</i></b>	<b><i>Facilitator:</i></b>	<b><i>Scribe:</i></b>
Victoria Cheng Kevin Kurpieski Jennifer Roth Nancy Williams	Sabrina Jewell, Vice President	Sandy Rodich
<b><i>Absent:</i></b>		

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## CALL TO ORDER

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The December 14, 2023, Butler County Elderly Services Program (ESP) Advisory Council was called to order at 3:06 p.m. by Sabrina Jewell.

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## APPROVAL OF MINUTES

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Sabrina Jewell called for a motion to approve the September 14, 2023, Butler County ESP Advisory Council meeting minutes.

**Motion:** John McCarthy made a motion to approve the September 14, 2023, minutes as presented.

**Second:** Shawn Cowan seconded the motion.

**Action:** The September 14, 2023, minutes were unanimously approved as presented.

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## QUARTERLY REPORTS

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### ***Program Dashboard***

Ken reviewed the Program Dashboard (please see handout for details). Ken pointed out that there has been a rise in Home Care Assistance over the past year with a cost of \$597,068 with Consumer Directed Care being a higher increase from fourth quarter 2022 to third quarter 2023. A question was raised as to whether this increase is also due to a difference in the pay rate. Ken said that is accurate and there weren't any rate increases in the last quarter but when you look back to the fourth quarter, there are rate adjustments and that is where you see some inflation driven by wage increases. Someone asked if we collect the information on the Consumer Directed Care (CDC) service of how many actual caregivers there are versus how many clients who have CDC? Some share caregivers. AddnAide is going to add additional growth to this service over the coming year.

There was some discussion about the average length of stay. The average time on Fast Track Home is 48 days and then about half of them move onto other services and the other half go off the Fast Track Home program.

Katie provided a response to a question about the longest wait time. The longest wait are people who have been on the waiting list from 2020 and in need of the service, but family filling in while waiting for home care services. They are in a part of the county where it is very difficult to find a home care provider with an available aide. Katie explained that they routinely call people who are only waiting for home care as opposed to those who get additional services. There are people waiting all over the county, but the most difficult area is on the west side of Butler County.

John asked how adding more clients has impacted our own workforce and wondered if we need to add more people or if the additions are being absorbed by current staff? Case management has a caseload of 125 so as the census goes up and down, staffing needs to be adjusted accordingly. There have been shortages in case management, but it is most prevalent in the home care workforce.

#### Financial Report

Ronnie reviewed the Financial Report. (Please see handout for details). A question was asked about the difference between non-medical transportation budget versus actual. Ken explained that some of the difference is due to the closing of Central Connections which shifted some needed rides from Title III to levy. They were providing a lot of transportation that was picked up by the Levy. The other part is that transportation usage has increased since the end of the pandemic.

John asked if purchased services are based on contracts we have with providers and if we expect the prices to go up when we need to renew contracts. Ronnie shared that some provider rates went up 10/1/23, and we account for that in projections.

#### Five-Year Levy Projections

Ronnie gave an overview of the BCESP Levy Projections over the five-year levy cycle. (Please see the handout for details). The Healthy Aging Grant funds were approved by the county on 12/11 and Ronnie pointed out the Healthy Aging Grant funds of (\$753,690) will help offset some of our expenses. The total amount of funds is \$942,000 but the other \$200,000 will go towards the new program. Ken added that we need to pay attention to the year-end client census. To end with a \$572,587 fund balance, we need to lower the number of people we are serving, otherwise we would be operating the program in the red. We need to implement a policy of managing the number of people coming into the program, starting in January to keep the program within budget.

#### Healthy Aging Grant

Ken gave an update on the Healthy Aging Grant. On Monday, the commissioners adopted the resolution of appropriating the funds to the levy program, and it also included some expansion, or new services. It was very clear that there was interest in making sure that some of the dollars are being used to meet unmet needs in the county. That was addressed by including a full expansion of Fast Track Home in the program which is something the Advisory Board has been supporting for several years. It also includes money for home modifications, utility assistance and emergency housing assistance vouchers for older adults who are not enrolled in ESP. This is targeted at people who are not eligible for other resources. This is a policy decision, and we are grateful for having the Healthy Aging dollars in the program, but it's

also true that we are running short on funding overall which is why a waiting list will be necessary starting next year to stay within this budget.

### Healthy Aging Guidelines

Stephanie gave an overview of the Healthy Aging Program Guidelines. (Please see document for details). The guidelines show what the program does not cover, such as appliance repairs. The funding will be managed by COA. Owning a home is a requirement for home repair assistance. A request was made asking to clarify the guidelines to include maximum coverage limits and adding the need to mention if the person is receiving HEAP, so that those parameters are clearer. It was further asked to move the common home modifications to be shown in the document before showing what the program does not cover. Stephanie will update the document and send it to members.

Sabrina asked for a motion to approve the Healthy Aging Program Guidelines to include suggested changes.

- Motion:** Jennifer Heston-Mullins made a motion to approve the Healthy Aging Program Guidelines with the suggested changes.
- Second:** Shawn Cowan seconded the motion.
- Action:** The Healthy Aging Program Guidelines with the suggested changes were unanimously approved.

### Managed Enrollment Policy

Stephanie provided an overview of the Managed Enrollment Policy, which was provided. (Please see document for details). We are proposing to use the policy for enrollment into the Elderly Services Program based on the criteria in the presented policy. Ken added that it's been about 20 years since Butler County had a waiting list. People's situations quickly change so prioritizing the people who really need it seems to work very well. This is very similar to the method we have been using in Hamilton County since May 1<sup>st</sup> and it has worked better than placing people on a waiting list.

Sabrina asked for a motion to approve the presented Managed Enrollment Policy.

- Motion:** Laura Lacy made a motion to approve the Managed Enrollment Policy.
- Second:** Sherrill Swann seconded the motion.
- Action:** The Managed Enrollment Policy was unanimously approved.

### ***Program Update Report***

Lisa gave an overview of the Program Update Report which included the draft 2024 RFP plan and bidding criteria, and draft 2024 schedule of provider monitoring reviews. (Please refer to handouts for details). There were no questions or comments about the Program Update Report.

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## **COMMITTEE REPORTS**

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### ***Governance Committee***

Sabrina mentioned that she is hopeful that Emily Leichty will step into her position when her term ends. Sherry Lind is in the process of being approved by the Butler County Commissioners. We believe Sherry will be on the agenda next week for approval.

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## OLD BUSINESS

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### ***BCESP Service Committee Changes***

Jennifer reported that she and Ken discussed whether there is still a need for a Services Committee meeting each quarter as there seems to be a lot of repetition. It is thought to be a good idea to dissolve the Services Committee since a lot of information is received at the ESP meeting. If there becomes a need for a Services Committee meeting, we can certainly call another meeting to discuss something specific if it is felt there is a need. The Services Committee is not required. Everyone was in agreement to dissolve the Services Committee.

### ***AddnAide Video***

Stephanie provided some background about AddnAide and a video was shared with the group. COA worked with Live Well Collaborative to create an app for matching individuals in need of a home care provider to find and hire home care aides through the app. This helps with the workforce shortage. Ken added that the Healthy Aging Grant includes technology and the commissioner's agreed to expand AddnAide in Butler County. We plan to do a soft launch in January.

Sabrina shared that the Oxford Senior Center keeps a list of private pay caregivers at the senior center and sometimes there are people who have family members in the nursing home and the person in the nursing home needs more 1:1 care than the nursing home can provide. Can AddnAide work in the nursing home? Stephanie explained that right now AddnAide is just for those enrolled in the ESP program, with possible expansion in the future. A question was asked about those who don't have devices. Ken explained that we haven't had an issue with them not having a device, but more of the need to be tech savvy to know how to use it. We have found that in many cases, a family member helps manage their care through the device.

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## NEW BUSINESS

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### ***Service Specification Changes***

#### Overnight Respite

Stephanie reviewed the Overnight Respite Service Specification Changes (please see handout for full details). The objective of overnight respite service is designed to provide family caregiver relief via the Elderly Services Program. The service was funded with a combination of federal and state funds during the pandemic as an alternative way to provide caregiver respite while adult day centers were closed. Going forward, levy funds will also be used as respite is an existing service available through the levy. The service provides short-term care for clients at a licensed care facility (nursing or rehab facility.) The Client or Caregiver selects the facility. A respite stay can be used on an annual basis as needed up to seven days. Respite is intended to give the caregiver relief.

A question was posed as to whether overnight respite would include Assisted Living, which it does. It was requested to clarify that in the language of the document.

#### Consumer Directed Care

Stephanie also reviewed the Consumer Directed Care (CDC) Service Specification Changes (please see handout for full details). The changes include adding language about AddnAide, aide recruitment, and financial management services to the service specification section 2.4 and 4.6. Under employee

requirements 1.0, the last bullet point was a change in permanent exclusion if a person is found guilty or pled guilty to a crime against any individual of any age that is disabled, older adult or child. The remainder of the changes in the document are primarily formatting and clarity.

A question was asked if the ceiling rate of up to \$15 per hour includes transportation time. Stephanie added that if the aide is providing transportation, it is included. This would not include transportation to the aide for his/her trip to or from the client.

It was requested to change the 11<sup>th</sup> bullet point on page 6 to read, "Exclusions to the BCII rule include permanent exclusion if a person is found guilty or pled guilty to a crime against any aged older adult, or child."

With no further questions, Sabrina asked for a motion to approve both the Overnight Respite and Consumer Directed Care Service Specification Changes.

**Motion:** Jennier Heston-Mullins made a motion to approve both the Overnight Respite and Consumer Directed Care Service Specification Changes.

**Second:** John McCarthy seconded the motion.

**Action:** Both Overnight Respite and Consumer Directed Care Service Specification Changes were unanimously approved.

### ***Innovation: Copayments and Contributions Project***

Ken Wilson provided an overview about copayments and client contributions. (Please see handout provided for more detail). In short, we collect copayments for individuals based on a sliding fee scale. Contributions (donations) are collected by home delivered meal providers and reported to COA. All of this money is used to support more services in the program including home delivered meals. We are collecting about \$30K annually and have been looking for ways to simplify the process and increase revenue coming into the program. Donations for home delivered meals have been declining over the years. Copayment revenue has increased some, but overall, there is a decline in total revenue. The current copayment process yields fluctuating bills to the client because it's based on actual expenses on services. We are looking at locking everyone into a flat bill rate, so the monthly amount is the same. We will roll out pilots in early 2024 and come back with recommendations later in 2024 based on the results and learning.

A question was asked if we feel like we will get some push back for asking about assets when we have only ever asked about monthly income in the past. Ken explained that this is part of what we are going to include in the pilot. We will be asking if they filed taxes and if so, that would prompt more questions. How we present the information will make a difference in how it is received.

Ken added that we have been working with Scripp Gerontology on a demographic analysis of Butler County in anticipation of talking to the commissioners and others about the need for the levy. We will likely have a report at the March meeting and may include Bob Applebaum and others coming to the meeting to give an overview. It appears that the pandemic had an impact on the population projections.

### ***Levy Planning and Education***

Nan Cahall shared that we do have a levy in 2025 and she hopes to lay some groundwork in 2024. She will be reaching out to some of the members to get a sense of issues in your communities and

organizations you represent. We know that there are some issues, such as property taxes that could impact how people feel about the levy renewal or possible increase. We will be meeting with local government and chambers to identify businesses outside of our provider network to engage their support of the levy. Ken added that this is a partial follow up from a previous meeting conversation about the need to educate the community and concerns about property values going up, but our levy doesn't have increases with the property values because the collection amount goes down every time values go up and there was general concern that people don't generally understand that. The levy doesn't increase property taxes. Sabrina pointed out that while schools receive more money out of the property tax increase, the levy does not.

### ***2024 Meeting Dates***

The 2024 meeting dates were presented, which are based on the same schedule as we have been using, to meet on the 2<sup>nd</sup> Thursday in March, June, September, and December. Ken added that if anyone has any conflicts with dates, now is a good time to let us know so we can find a new date that works.

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### **HEARING THE PUBLIC**

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No one from the public requested to speak.

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### **ADJOURNMENT**

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With there being no further business to discuss Sabrina Jewell made a motion to adjourn the meeting at 4:44 p.m.

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### **NEXT MEETING**

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March 14, 2024





**Butler County ESP  
Program and Financial Report  
Quarter 4, 2023 (Oct - Dec. 2023)**

## Highlighted Findings

### 1. Census Trends

- A. Compared to last year (Quarter 4, 2022), census increased by 56 clients (from 3,070 to 3,126) or 1.82%.
- B. Compared to last quarter (Quarter 3, 2023), census increased by 35 clients (from 3,091 to 3,126) or 1.13%.

### 2. Fast Track Home

- A. Average length of stay has increased by 1 day compared to Quarter 3, 2023 (from 48 to 49).
- B. New Enrollments decreased from Q3,2023 to Q4,2023 (from 39 to 31).
- C. Total clients who transferred to ESP from FTH decreased by -4 clients from Quarter 3, 2023 (from 21 to 17).

### 3. Financials

- A. Total Levy Revenue: The amount needed to be drawn down from the levy is \$12.9 million through the fourth quarter, as compared to the budgeted amount of \$13 million. The variance as compared to budget is under by \$75,269 or 0.6%
- B. Total Expenses: The expenses incurred through the fourth quarter is \$14.4 million as compared to \$14.2 million in the budget. The variance as compared to budget is over by \$161,668 or 1.1%
- C. Purchase Services: The purchased services expenses were over by \$329,821 or 3.3% as compared to budget.

**Quarter-End Census by Program**

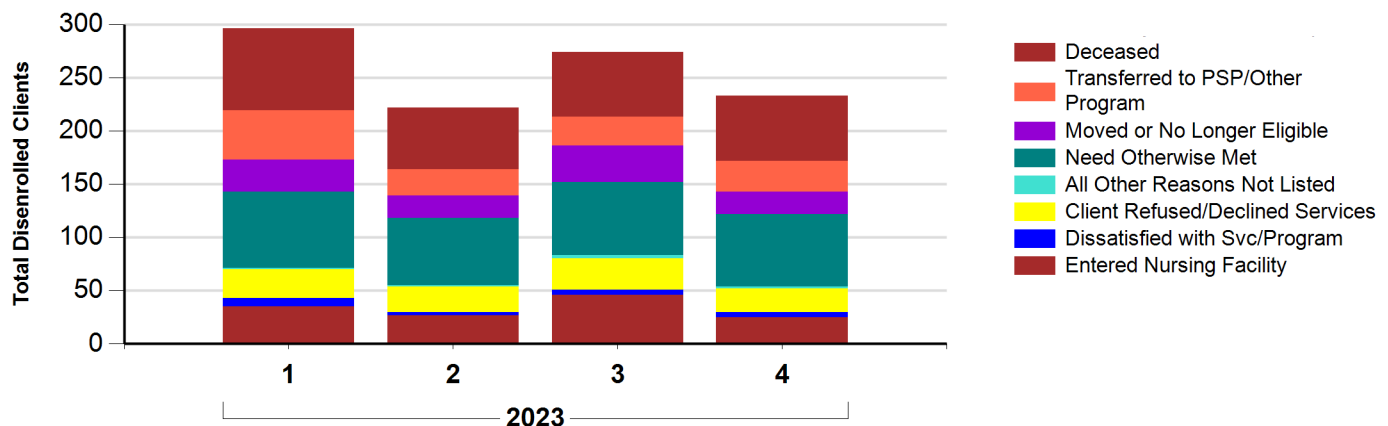
Year	2023			
Quarter	1	2	3	4
<b>ESP</b>	<b>3,051</b>	<b>3,105</b>	<b>3,091</b>	<b>3,126</b>
<b>FTH</b>	<b>13</b>	<b>27</b>	<b>16</b>	<b>14</b>
<b>Medicaid Programs</b>	<b>1,478</b>	<b>1,448</b>	<b>1,455</b>	<b>1,450</b>
Passport	304	319	331	351
Assisted Living	118	115	104	106
Molina	437	401	402	393
Aetna	619	613	618	600

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

Year	2023			
Quarter	1	2	3	4
Quarter-End Census	3,051	3,105	3,091	3,126
New Enrollments	282	267	263	274
Disenrollments	296	224	274	234

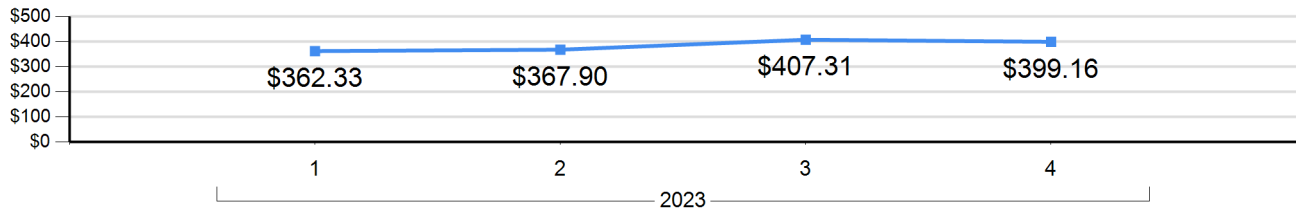
**Disenrollment Outcomes**

Year	2023			
Quarter	1	2	3	4
Deceased	77	60	61	62
Transferred to PSP/Other Program	46	25	27	29
Moved or No Longer Eligible	30	21	34	21
Need Otherwise Met	72	63	69	68
All Other Reasons Not Listed	1	1	3	2
Client Refused/Declined Services	27	24	29	22
Dissatisfied with Svc/Program	8	3	5	5
Entered Nursing Facility	35	27	46	25
<b>Total</b>	<b>296</b>	<b>224</b>	<b>274</b>	<b>234</b>



**Butler County ESP**  
**Quarter 4, 2023 (October - December 2023)**  
**TRADITIONAL ESP SERVICE TRENDS**

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



**Distinct Clients Served by Service Group<sup>12</sup>**

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	203	229	260	266
Electronic Monitoring	1,926	1,916	1,819	1,809
Home Care Assistance	650	675	739	703
Home Delivered Meals	1,639	1,662	1,727	1,717
Home Medical Equipment	164	165	161	138
Home Modification	87	82	94	78
Laundry Service	1	2	2	12
Other Services	310	313	314	293
Transportation	280	281	304	281
<b>All Services (Unduplicated)</b>	<b>3,348</b>	<b>3,327</b>	<b>3,358</b>	<b>3,364</b>

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

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	16,409	15,486	19,970	22,453
Electronic Monitoring	5,663	7,634	6,332	6,846
Home Care Assistance	19,907	20,297	22,733	22,537
Home Delivered Meals	101,283	102,529	102,312	109,079
Home Medical Equipment	262	257	250	235
Home Modification	92	86	100	84
Laundry Service	4	17	8	84
Other Services	2,132	2,269	2,195	2,148
Transportation	2,462	2,781	3,223	3,432

**Dollars Paid by Service Group (Purchased Services)<sup>12</sup>**

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	\$279,580	\$289,912	\$377,694	\$411,914
Electronic Monitoring	\$95,648	\$125,122	\$104,631	\$114,975
Home Care Assistance	\$518,823	\$530,284	\$597,068	\$608,418
Home Delivered Meals	\$1,104,061	\$1,103,292	\$1,141,121	\$1,163,720
Home Medical Equipment	\$31,241	\$34,013	\$36,014	\$33,148
Home Modification	\$112,842	\$115,589	\$180,853	\$97,533
Laundry Service	\$1,272	\$2,759	\$2,440	\$5,576
Other Services	\$138,101	\$161,613	\$210,971	\$182,479
Transportation	\$101,285	\$113,252	\$140,605	\$162,680
<b>All Services</b>	<b>\$2,382,854</b>	<b>\$2,475,837</b>	<b>\$2,791,395</b>	<b>\$2,780,444</b>

# Butler County ESP FTH

Quarter 4, 2023 (October - December 2023)

## FAST TRACK HOME CENSUS TRENDS

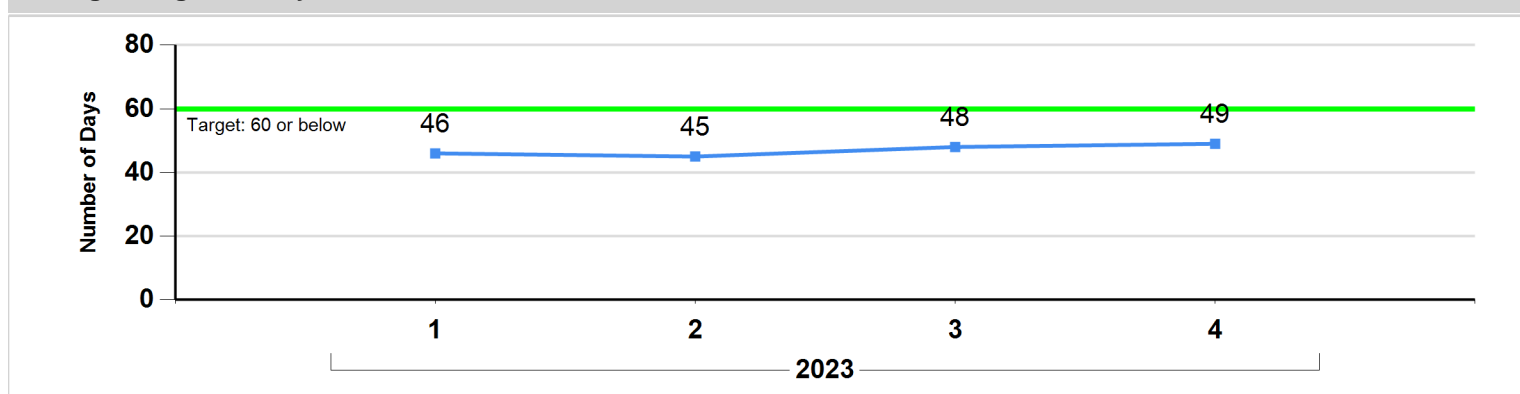
### Total Clients Served, New Enrollments, Disenrollments

	2023			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	23	42	39	31
Disenrollments	18	27	49	32
Clients Transferred to ESP	6	19	21	17
	33.33%	70.37%	42.86%	53.13%

### Enrollment by Setting

	2023			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	0	4	4	0
Miami Valley Hospital	0	0	1	0
Fort Hamilton	0	0	0	1
Mercy Hospital Network	0	6	7	4
Premier Health Atrium	1	2	0	2
The Christ Hospital	3	1	2	0
TriHealth Hospital Network	2	2	5	4
University of Cincinnati Hospital Network	3	7	7	7
Other Hospital	4	5	1	2
Skilled Nursing Facilities	2	11	10	7
Rehabilitation Facilities	3	2	1	3
Not Captured	5	2	1	1
<b>Total</b>	<b>23</b>	<b>42</b>	<b>39</b>	<b>31</b>

### Average Length of Stay



**Distinct Clients Served by Service Group**

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	0	0	0	0
Home Care Assistance	0	0	0	0
Home Delivered Meals	19	34	45	41
Independent Living	0	0	0	0
<b>All Services (Unduplicated)</b>	<b>19</b>	<b>34</b>	<b>45</b>	<b>41</b>

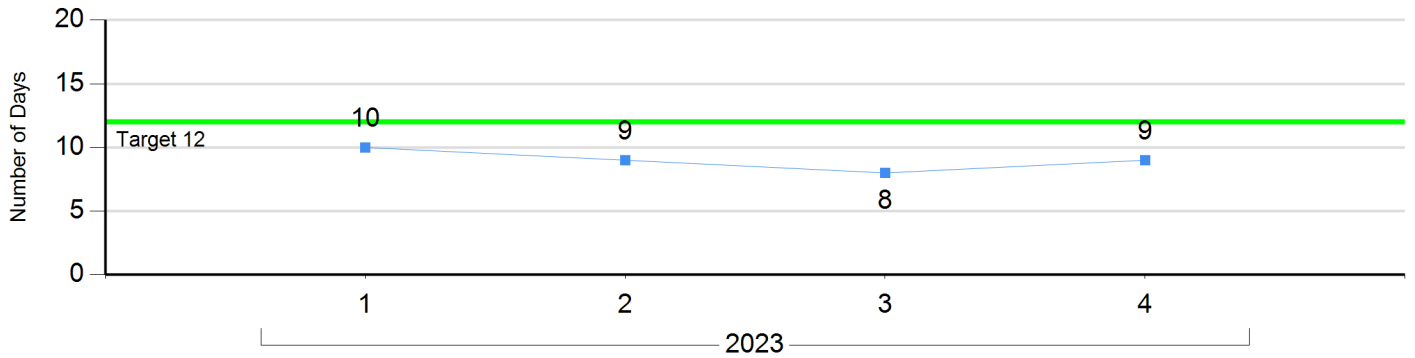
**Units Billed by Service Group** *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	0	0	0	0
Home Care Assistance	0	0	0	0
Home Delivered Meals	476	1,284	1,276	1,137
Independent Living	0	0	0	0

**Dollars Paid by Service Group (Purchased Services)**

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	0	0	0	0
Home Care Assistance	0	0	0	0
Home Delivered Meals	\$4,741	\$12,746	\$12,627	\$11,404
Independent Living	0	0	0	0
<b>All Services</b>	<b>\$4,741</b>	<b>\$12,746</b>	<b>\$12,627</b>	<b>\$11,404</b>

**Average Number of Days from Intake Call to the Enrollment Assessment<sup>1</sup>**



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients in Need of HCA & CDC	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC
2023	1	1,311	458	35%	50%	15%
2023	2	1,376	472	34%	49%	17%
2023	3	1,465	515	35%	48%	17%
2023	4	1,415	525	36%	48%	16%

**Home Delivered Meals - Client Satisfaction Survey Results**

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	97.59%	95.21%	96.52%	96.63%
Good Choice of Meals Available	94.60%	90.60%	92.42%	91.79%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	96.63%	98.38%	97.73%	93.47%
Service Returns Client Home Promptly	94.30%	95.60%	96.45%	87.25%

**Home Care Assistance - Client Satisfaction Survey Results**

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	95.18%	93.55%	92.32%	94.66%
Aide is Dependable	94.19%	93.08%	90.31%	93.59%

**Butler County ESP**  
**Quarter 4, 2023 (October - December 2023)**  
**MEDICARE BENEFIT COST SAVINGS**

**ESP Cost Savings Analysis**

**Referrals**

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	122	201	135	135
Over the Counter (OTC)	69	143	96	64

**Services Awarded**

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	25	91	45	45
Medical Transportation	56	89	58	49
<b>Total</b>	81	180	103	94

**Annual Cost Savings**

Year	2022	2023
Total Cost Savings	\$324,168	\$665,600



## Butler County ESP

Quarter 4, 2023 (October - December 2023)

**FINANCIALS: based on actual revenue & expenses as of December 31, 2023<sup>1</sup>**

	Annual Projected	Annual Budget	Budget Variance	%Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$ 12,922,984	\$ 12,998,253	(\$ 75,269)	-0.6%
<b>Federal and State Funding</b>				
Title III C2 - Home Delivered Meals	569,488	539,815	29,673	5.5%
Title III E - Caregiver Support	73,772	14,910	58,862	394.8%
Nutrition Services Incentive Program (NSIP)	265,274	230,336	34,938	15.2%
State Funding (Senior Community Services, HDM, Alzheimer's)	0	14,527	(14,527)	-100.0%
Other Federal (ARPA)	256,145	225,074	31,071	13.8%
<b>Other Revenue Sources (Interest)</b>	\$ 66,827	\$ 842	\$ 65,985	7836.6%
<b>Client Contributions</b>				
Client Donations	7,428	18,617	(11,189)	-60.1%
Co-Pays Received	248,421	206,297	42,124	20.4%
<b>Total Revenue</b>	<b>\$ 14,410,339</b>	<b>\$ 14,248,671</b>	<b>\$ 161,668</b>	<b>1.1%</b>
<b>Operating Expenses</b>				
COA Administrative	934,964.00	932,156	(2,808)	-0.3%
Intake & Assessment	308,009.00	345,945	37,936	11.0%
Fast Track Home - Pilot	118,743.82	0	(118,744)	0.0%
Case Management	2,590,227.59	2,841,997	251,769	8.9%
<b>Total Operating Expenses</b>	<b>\$ 3,951,944</b>	<b>\$ 4,120,098</b>	<b>\$ 168,154</b>	<b>4.1%</b>
<b>Purchased Services</b>				
Home Care Assistance	2,254,296	2,592,354	338,058	13.0%
Consumer Directed Care	1,353,526	880,630	(472,896)	-53.7%
Laundry Service	12,047	25,000	12,953	51.8%
Independent Living	237,615	273,666	36,051	13.2%
Home Medical Equipment	134,416	116,367	(18,048)	-15.5%
Electronic Monitoring	437,994	511,768	73,774	14.4%
Minor Home Modifications	506,817	291,915	(214,902)	-73.6%
Major Housecleaning	70,050	27,757	(42,293)	-152.4%
Pest Control	41,796	45,287	3,491	7.7%
Home Delivered Meals	4,553,675	4,692,576	138,901	3.0%
Adult Day Service	184,751	30,191	(154,560)	-511.9%
Adult Day Transportation	47,347	7,602	(39,745)	-522.9%
Medical Transportation	513,681	461,034	(52,646)	-11.4%
Non Medical Transportation	110,385	47,425	(62,960)	-132.8%
Behavior Health	0	125,000	125,000	100.0%
<b>Gross Purchased Services</b>	<b>\$ 10,458,394</b>	<b>\$ 10,128,573</b>	<b>(\$ 329,821)</b>	<b>-3.3%</b>
<b>Gross Program Expenses</b>	<b>\$ 14,410,339</b>	<b>\$ 14,248,671</b>	<b>(\$ 161,668)</b>	<b>-1.1%</b>
<b>Client Census</b>	<b>\$ 3,126</b>	<b>\$ 3,125</b>	<b>(\$ 1)</b>	<b>0.0%</b>
<b>Cost of Services per Client</b>	<b>\$ 283</b>	<b>\$ 250</b>	<b>(\$ 32)</b>	<b>-12.8%</b>

\* Includes Healthy Aging Grant Money from State Approved by the County. \*\* 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, 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), Adult Day Care and Adult Day Transportation.
- 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.
1. Laundry Services: We are currently reviewing the client data that we have received from the vendor for the new laundry service we are implementing in the county.

## 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.

## 7. Benefit Cost Savings:

**OTC** Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.

BCESP Levy Projection						
CURRENT COA PROJECTION: Feb 2024						
	Year 1 2021 Actual	Year 2 2022 Actual	Year 3 2023 Actual	Year 4 2024 Projected	Year 5 2025 Projected	5-Year Total
<b>Revenue</b>	<i>(remaining fund balance carries over year to year)</i>					
Beginning Fund Balance/Carryover	9,835,999	10,074,237	9,628,575	6,954,775	3,918,747	9,835,999
Levy Revenue (Cash Basis)	10,636,075	10,671,244	10,817,939	10,817,939	10,817,939	53,761,135
<b>COA Levy Draw</b>	9,523,393	10,509,859	12,893,168	13,254,383	13,101,958	59,282,761
Title III and State Funding (Accrual Basis)	846,861	992,865	908,534	370,048	548,257	3,666,565
Additional Covid Funding	483,192	241,856	137,401	57,770	-	920,220
Client Donations (Accrual Basis)	13,654	10,715	7,428	6,853	6,050	44,700
Client Co-Payments (Accrual Basis)	241,023	201,057	248,421	233,265	209,248	1,133,013
Interest and Other Income	233	2,879	66,827	88,211	83,236	241,387
<b>Total Revenue to support ESP</b>	11,108,356	11,959,231	14,261,779	14,010,532	13,948,749	65,288,646
<b>Total Revenue (including balance carryover)</b>	<b>\$ 22,057,038</b>	<b>\$ 22,194,853</b>	<b>\$ 21,815,125</b>	<b>\$ 18,528,862</b>	<b>\$ 15,583,477</b>	<b>\$ 69,603,020</b>
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	7,642,007	8,364,755	10,430,530	10,680,462	9,987,758	47,105,512
Healthy Aging Grant	-	-	-	(753,690)	-	(753,690)
Behavioral Health	56,356	39,300	-	75,000	75,000	245,656
Information & Assistance (Accrual Basis)	286,081	284,377	308,009	358,324	369,323	1,606,114
Care Management (Accrual Basis)	2,397,266	2,488,419	2,590,228	2,638,826	2,506,038	12,620,777
FTH Case Management	-	-	-	95,033	98,095	193,128
Program Management (Accrual Basis)	726,646	782,380	933,013	916,577	912,535	4,271,150
<b>Total COA Operational Expenditures</b>	<b>11,108,356</b>	<b>11,959,231</b>	<b>14,261,779</b>	<b>14,010,532</b>	<b>13,948,749</b>	<b>65,288,646</b>
Settlement Fees	99,836	105,260	113,987	115,000	115,000	549,084
Adult Protective Services	300,000	300,000	300,000	300,000	300,000	1,500,000
Prosecutor	178,089	188,593	184,583	184,583	184,583	920,431
Other County Expenses	296,520	13,194	-	-	-	309,714
<b>Total Levy Expenditures</b>	<b>\$ 11,686,281</b>	<b>\$ 12,553,084</b>	<b>\$ 14,860,349</b>	<b>\$ 14,610,115</b>	<b>\$ 14,548,332</b>	<b>\$ 68,258,161</b>
				\$ -		
<b>Actual &amp; Estimated Median Fund Balance</b>	<b>\$ 10,074,237</b>	<b>\$ 9,628,575</b>	<b>\$ 6,954,775</b>	<b>\$ 3,918,747</b>	<b>\$ 1,035,145</b>	<b>\$ 1,035,145</b>
				\$ -		
<b>Year Ending Client Census</b>	<b>3,174</b>	<b>3,070</b>	<b>3,126</b>	<b>2,776</b>	<b>2,535</b>	
<b>Estimated Total Clients served during the year</b>	<b>4,307</b>	<b>4,178</b>	<b>4,277</b>	<b>4,236</b>	<b>3,786</b>	

**Assumptions:**

**Census:** Census is estimated based on market penetration - current level is 35.4%; COA will have to implement managed enrollment beginning in 2024, in order to maintain a positive balance at the end of the funding cycle

**Revenues:**

**Levy Tax Collections:** 2024 - 2025 annual collection is based on 2023 collections reported from the auditor's office.

**Title III revenue** includes additional COVID funding: ARPA funds blended in 2023/2024 - these funds do not include the amounts of ARPA B that are used to cover the staff cost for the pilot FTH program in this county (expenses are not included either, but the full amount is blended in the RFF)

**Costs:**

Provider services costs are estimated on a Cost per Client basis; cost increases are in line with RFP rate increases

Yearly amounts for APS/Prosecutor and Settlement fees are based on 2022 actual values; COA has also used reconciling items to tie back to county amounts

Intake and Referral and Case Management functions are provided by Life Span - their costs have increased in 2023 to make up for low/no increases in previous years

Starting in 2024, COA will add FTH services in Butler county. These will be funded with Healthy Aging funds through Sep 2024, and Levy funds in subsequent periods

**In 2024, COA is expecting to receive the Healthy Aging grant. The amount allocated to Butler County is \$942,113. COA would use 80% of this grant (\$753,690) to reduce the Provider services cost to the county, and in effect have a lower Admin cost base, which will also reduce the Program Management cost to the county.**

Added ILA to FTH, abt 2 hrs/month (6hrs/quarter)

Added FTH services aligned with Warren County.

Case Management includes Care Director costs of \$56,000

ARPA and TIII/NSIP amounts updated for Q1, Q2, and Q3 2024 with amounts from Accounting schedule

Received and updated the 2023 collections and non COA spending with amounts from the auditors - balance is up to \$1M

## Butler County Program Update Report March 2024

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

101 Mobility is currently in the pre-certification process to become a new provider of non-permanent ramps for Butler County. This provider was added to the network through the RFP process.

The precertification process continues for The Janz Corporation (formerly Mullaney's) to ensure services can be delivered according to the ESP Program requirements.

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

An in-person HCA Partnership meeting is scheduled for all ESP HCA Providers on March 26, 2024. This meeting is dedicated to gather feedback from our HCA Providers, focusing on ways to improve the HCA service.

### **Adult Day Service**

Oxford Seniors Adult Day is seeking a new Adult Day Director due to the upcoming retirement of Lisa Davidson.

### **Independent Living Assistance (ILA)**

No change

### **Minor Home Modification and Repair (MHM)**

No change

### **Emergency Response Services**

No change

### **Environmental Services**

All Gone Pest Control remains on a Quality Action Plan (QAP) awaiting receipt of the owner's criminal records check. Plans for transitioning clients are in place in the event the requested documentation is not received.

## Senior Farmers Market Nutrition Program

The Senior Farmers Market Nutrition Program will be returning for the 2024 season. The Ohio Department of Aging has indicated that the program is moving away from paper coupons to an e-solutions model. We are waiting for an official update regarding the pending changes to the program and will supply further information as it is supplied to us.

## PILOT PROGRAMS

### Livewell

COA has been working with Livewell on an ESP bill redesign and testing contribution plan. The current ESP program administration, including client assessment, co-pay calculation, and billing has not changed in the last 25 years. COA and Livewell have been working together to address the need for change and create a system to address increased revenue and higher equity.

On January 29, 2024 contribution solicitation letters, created by COA and Livewell, were mailed out to all Butler County ESP clients. All donations will be tracked, tabulated, and compared against previous donation data.

## 2023 Provider Monitoring Summary Results

Butler County Provider List	Review Frequency	2023 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days
A Best Home Care	Annual	10/18/23	HCA	N/A	N/A		
A Miracle Home Care	Annual	9/6/23	HCA	N/A	N/A		
All Gone Pest Control	Biennial	5/24/23	ENVIR-Pest	Non-compliance submitting criminal records checks, database checks, and consumer records to support service delivery.	Yes	Provider is on hold for all new service referrals and is not being considered to expand to offer Chore services until after fully in compliance. A Quality Action Plan has been in effect for this provider to ensure all future compliance.	Provider still in process of submitting required documentation of background check of owner.
Always There	Annual	7/21/23	HCA	N/A	N/A		
American Ramp	Biennial	11/14/23	HME, MHM	N/A	N/A		
Bayley Adult Day	Annual	9/14/23	ADS, ADS	N/A	N/A		
Bernens Medical	Biennial	12/5/23	HME	N/A	N/A		

CareStar (terminated)	Annual	8/14/23	HCA	N/A	N/A		
Central Connections (contract terminated 7/24/23)	Annual	3/24/23	HDM, ILA, Transp	Costs, Insufficient policies related to Significant change(s), Discharge, Abuse and Neglect.	Yes	Provider was placed on hold for all new referrals in May, and an unannounced audit began in July. Provider contracts were terminated.	Yes
Comfort and Care	Annual	9/14/23	HCA	N/A	N/A		
Custom Home Elevator & Lift Co.	Biennial	8/8/23	MHM	N/A	N/A		
Guardian Medical	Biennial	11/29/23	ERS	N/A	N/A		
Home First Non- Medical	Biennial	12/5/23	ENVIR- Chore, HME	N/A	N/A		
Homecare by Blackstone	Annual	3/17/23	HCA	N/A	N/A		
Interim HomeStyles of Greater Cincinnati Inc.	Annual	10/2/23	HCA	N/A	N/A		
LCD Home Health Agency	Annual	7/27/23	HCA	Incorrect BCII Code	Yes	Provider submitted a corrective action plan which was accepted and sent evidence of the background check being sent under correct code.	Yes
Lifespan, Inc.	Annual	12/28/23	CM	N/A	N/A		
Mayerson JCC	Annual	4/30/23	HDM	N/A	N/A		
Meals on Wheels of SW OH & Northern KY	Annual	4/5/23	HDM	N/A	N/A		
MedAdapt Home Services	Biennial	5/24/23	MHM	N/A	N/A		
Milt's Termite & Pest Control	Biennial	7/19/23	ENVIR-Pest	N/A	N/A		

Northwest Adult Services	Annual	11/1/23	ADS, ADS Transp	Found and recovered unsupported units total-\$1999.20	Yes	Plan of correction submitted and accepted. Continued monitoring of plan of correction.	Yes
Nova Home Care	Annual	11/30/23	HCA	N/A	N/A		
Otterbein-Lebanon ADS	Annual	7/19/23	ADS, ADS Transp	Nutrition findings	No		
Oxford ADS	Annual	4/12/23	ADS, ADS	N/A	N/A		
Oxford Senior Center	Annual	4/12/23	HDM, ILA	N/A	N/A		
Partners In Prime dba MOW of Butler Co.	Annual	7/14/23	HDM, ILA, Transp	N/A	N/A		
People Working Cooperatively dba PWC	Biennial	5/9/23	MHM	N/A	N/A		
Prime Home Care	Annual	2/14/23	HCA	N/A	N/A		
Senior Helpers of Greater Cincinnati	Annual	10/27/23	HCA	N/A	N/A		
Superior Home Care	Annual	6/1/23	HCA	N/A	N/A		
Universal Transportation Systems (UTS) (terminated 1/30/24)	Biennial	3/14/23	Transp	N/A	N/A		
Universal Work & Power dba Kemper Shuttle Services	Biennial	1/10/23	Transp	N/A	N/A		
WCCS Inc	Annual	3/3/23	HDM,	N/A	N/A		

#### SERVICE KEY

ADS = Adult Day Services  
 ADS Transp = Adult Day Transportation  
 CM = Care Management  
 ERS = Emergency Response System  
 ENVIR-Chore = Environmental-Chore  
 ENVIR-Pest = Environmental-Pest Control  
 HCA = Home Care Assistance  
 HDM = Home Delivered Meals  
 ILA = Independent Living Assistance  
 MHM = Minor Home Modifications  
 Transp = Transportation

## 2024 Provider Monitoring Schedule

<b>BUTLER COUNTY ESP PROVIDER MONITORING SCHEDULE - 2024</b> (Please find below the list of Butler County Providers of ESP Services and the tentative dates for annual review for 2024)		
Butler County ESP Providers	Review Type	Review Tentative Date
A Best Home Care	Annual	Oct. 2024
A Miracle Home Care	Annual	Sept. 2024
All Gone Pest Control	Annual	May 2024
Always There Healthcare, LLC	Annual	July 2024
Bayley Adult Day	Annual	Sept. 2024
Comfort and Care	Annual	Sept. 2024
Home Care Network	Annual	Aug. 2024
Homecare by Blackstone	Annual	March 2024
Interim HomeStyles of Greater Cincinnati Inc	Annual	Sept. 2024
Ken Bryan Construction, Inc	Biennial	April 2024
LCD Home Health Agency	Annual	July 2024
Lifespan	Annual	Dec. 2024
Mayerson JCC	Annual	April 2024
Meals on Wheels of SW OH & Northern KY	Annual	April 2024
Meda-Care Transportation	Biennial	July 2024
Mullaney's Pharmacy (Purchased by Janz Corp.)	Pre-Cert	New owner currently under pre-certification review.
Northwest Adult Services	Annual	Oct. 2024
Nova Home Care	Annual	Nov. 2024
Otterbein-Lebanon ADS	Annual	July 2024
Oxford ADS	Annual	April 2024
Oxford Senior Center	Annual	April 2024
Partners In Prime	Annual	July 2024



Prime Home Care dba Help at Home	Annual	Jan. 2024
Senior Helpers of Greater Cincinnati	Annual	Oct. 2024
Seven Days Home Health Care	Annual	Aug. 2024
Superior Home Care Inc	Annual	May 2024
Transport-U Transportation, LLC	Biennial	Oct. 2024
Tri-State Maintenance	Biennial	June 2024
WCCS Inc	Annual	March 2024

### 2024 Draft Request for Proposal (RFP) Schedule

COA has intent to issue the following RFP during 2024:

- Emergency Response Systems – tentatively proposed to be published at the beginning of Quarter Two. The service specification is in the process of being updated but with no material program changes being considered. The proposed service specification will be presented for approval during the Advisory Council meeting.

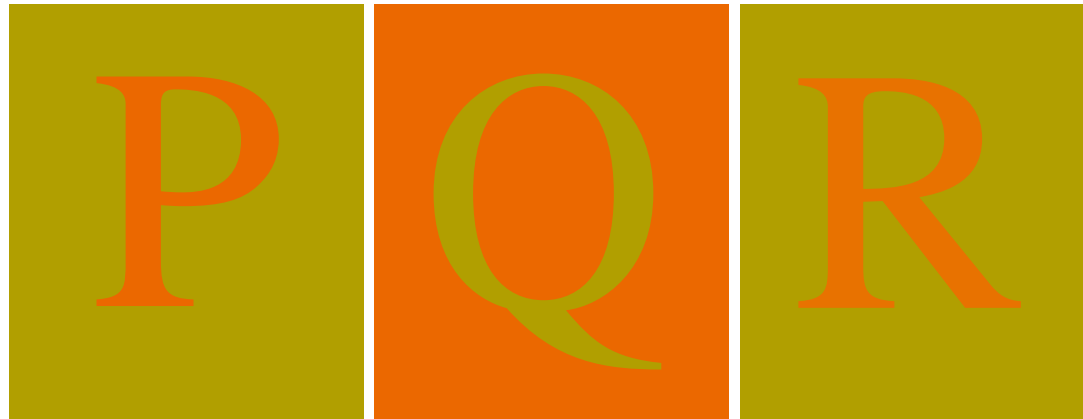
We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming year.

The RFP evaluations will have 3 categories:

- **Financial Analysis and Stability:** Proposals will be scored on their agency's demonstration of financial stability.
- **The Organization and Capabilities Overview:** Focus will include- emergency preparedness, quality improvement and service delivery to meet the changing needs of older adults. Proposals demonstrating a county presence will receive additional scoring.
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?



## Butler County



## Provider Quality Report

Quarter 4, 2023



## Provider Quality Report: Table of Contents

Service Metrics	
Service	Page
Introduction	3
Provider Activity	4
Adult Day Service	5
Consumer Directed Care	6
Home Care Assistance	7
Electronic Monitoring System	8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 22
Home Delivered Meals	23 - 25
Medical Transportation	26 - 29

Appendix A: Methodology for SASI Analysis	30
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# Provider Quality Report: Introduction

## Butler County ESP

### Key changes to the Provider Quality Report (PQR)

#### General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-March).
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.

#### Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

#### SASI Scoring:

SASI scores that consist of smaller sample sizes may have adverse impact on providers' scores.

## Provider Quality Report: Provider Activity

### Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Palco, Inc.	Consumer Directed Care	1/10/2022
Oxford Senior Citizens, Inc.	Independent Living Assistance	8/1/2022
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Adult Day Service

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	94	93	65	141	393
Otterbein Lebanon Adult Day Service	0	0	0	91	161	144	117	137	649
Oxford Senior Citizens, Inc.	66	60	128	206	279	318	347	244	1,646
<b>Total Billable Units</b>	<b>66</b>	<b>60</b>	<b>128</b>	<b>297</b>	<b>534</b>	<b>554</b>	<b>529</b>	<b>522</b>	<b>2,688</b>

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	17.62%	16.79%	12.29%	27.04%	
Otterbein Lebanon Adult Day Service	0	0	0	30.52%	30.18%	25.90%	22.12%	26.27%	
Oxford Senior Citizens, Inc.	100.00%	100.00%	100.00%	69.48%	52.20%	57.31%	65.60%	46.69%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	3	4	5	5	4
Otterbein Lebanon Adult Day Service	0	0	0	4	8	7	6	9	7
Oxford Senior Citizens, Inc.	3	3	8	10	12	14	16	13	10
<b>Total Distinct Clients Served</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>14</b>	<b>23</b>	<b>25</b>	<b>27</b>	<b>27</b>	<b>8</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	12,173	11,070	0	0	0	0	0	0	23,242
Palco, Inc.	0	0	11,746	10,536	16,041	15,178	19,616	22,084	95,200
<b>Total Billable Units</b>	<b>12,173</b>	<b>11,070</b>	<b>11,746</b>	<b>10,536</b>	<b>16,041</b>	<b>15,178</b>	<b>19,616</b>	<b>22,084</b>	<b>118,442</b>

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	0	0	0	0	0	0
Palco, Inc.	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	144	148	0	0	0	0	0	0	146
Palco, Inc.	0	0	124	143	163	185	227	240	180
<b>Total Distinct Clients Served</b>	<b>144</b>	<b>148</b>	<b>124</b>	<b>143</b>	<b>163</b>	<b>185</b>	<b>227</b>	<b>240</b>	<b>172</b>

### Home Care Assistance

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
A Best Home Care, Inc.	4	43	41	61	107	113	72	87	528
A Miracle Home Care	8,923	9,206	9,428	10,252	10,369	11,265	13,660	13,600	86,702
Always There Healthcare LLC	29	81	58	31	0	0	0	0	198
Assisted Care by Black Stone of CIN	1,704	1,602	1,508	1,326	1,474	1,233	1,376	1,110	11,333
Comfort and Care Home Health Agency, Inc.	266	328	177	56	39	99	118	56	1,136
Helping Hands Private Duty Homecare	4,229	4,039	1,114	0	0	0	0	0	9,382
Interim HomeStyles of Greater Cincinnati, Inc.	4,007	3,335	3,262	3,236	3,368	2,525	2,897	3,462	26,092
Nova Home Care	585	771	613	721	741	803	695	630	5,558
Prime Home Care, LLC	197	171	219	239	184	123	133	64	1,329
Quality Care	186	191	176	136	125	94	59	111	1,077
SH of Southern Ohio LLC	913	1,406	2,408	3,470	3,373	3,929	3,669	3,332	22,499
Superior Home Care, Inc.	0	0	38	146	128	113	55	86	565
<b>Total Billable Units</b>	<b>21,041</b>	<b>21,172</b>	<b>19,038</b>	<b>19,673</b>	<b>19,907</b>	<b>20,297</b>	<b>22,733</b>	<b>22,537</b>	<b>166,397</b>

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	0.02%	0.20%	0.21%	0.31%	0.54%	0.56%	0.32%	0.39%
A Miracle Home Care	42.41%	43.48%	49.52%	52.11%	52.09%	55.50%	60.09%	60.35%
Always There Healthcare LLC	0.14%	0.38%	0.30%	0.16%	0	0	0	0
Assisted Care by Black Stone of CIN	8.10%	7.57%	7.92%	6.74%	7.40%	6.08%	6.05%	4.93%
Comfort and Care Home Health Agency, Inc.	1.26%	1.55%	0.93%	0.28%	0.19%	0.49%	0.52%	0.25%
Helping Hands Private Duty Homecare	20.10%	19.08%	5.85%	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	19.04%	15.75%	17.13%	16.45%	16.92%	12.44%	12.74%	15.36%
Nova Home Care	2.78%	3.64%	3.22%	3.67%	3.72%	3.96%	3.06%	2.79%
Prime Home Care, LLC	0.93%	0.81%	1.15%	1.21%	0.93%	0.60%	0.58%	0.28%
Quality Care	0.88%	0.90%	0.92%	0.69%	0.63%	0.46%	0.26%	0.49%
SH of Southern Ohio LLC	4.34%	6.64%	12.65%	17.64%	16.94%	19.36%	16.14%	14.78%
Superior Home Care, Inc.	0	0	0.20%	0.74%	0.64%	0.56%	0.24%	0.38%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	1	1	1	3	2	1	2	2
A Miracle Home Care	301	289	311	311	308	333	417	431	338
Always There Healthcare LLC	3	4	3	1	0	0	0	0	3
Assisted Care by Black Stone of CIN	53	47	44	42	40	35	34	30	41
Comfort and Care Home Health Agency, Inc.	26	21	16	7	10	20	11	4	14
Helping Hands Private Duty Homecare	221	168	151	0	0	0	0	0	180
Interim HomeStyles of Greater Cincinnati, Inc.	143	128	116	108	104	96	93	88	110
Nova Home Care	34	32	26	28	27	29	22	13	26
Prime Home Care, LLC	7	8	8	7	6	5	5	3	6
Quality Care	22	19	11	7	6	4	5	4	10
SH of Southern Ohio LLC	53	71	149	142	142	149	151	131	124
Superior Home Care, Inc.	0	0	4	5	4	4	3	3	4
<b>Total Distinct Clients Served</b>	<b>864</b>	<b>788</b>	<b>840</b>	<b>659</b>	<b>650</b>	<b>677</b>	<b>742</b>	<b>709</b>	<b>70</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	7,022	6,871	6,900	6,732	5,663	7,634	6,332	6,846	53,998
<b>Total Billable Units</b>	<b>7,022</b>	<b>6,871</b>	<b>6,900</b>	<b>6,732</b>	<b>5,663</b>	<b>7,634</b>	<b>6,332</b>	<b>6,846</b>	<b>53,998</b>

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,132	2,093	2,033	1,992	1,926	1,916	1,819	1,809	1,965
<b>Total Distinct Clients Served</b>	<b>2,132</b>	<b>2,093</b>	<b>2,033</b>	<b>1,992</b>	<b>1,926</b>	<b>1,916</b>	<b>1,819</b>	<b>1,809</b>	<b>1,965</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Delivered Meals

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	30,024	29,599	30,892	32,351	32,427	32,466	7,411	0	195,170
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	2,363	2,363
Meals on Wheels of SW Ohio and Northern Kentucky	17,538	18,335	16,477	18,383	20,388	21,802	31,373	39,981	184,277
Oxford Senior Citizens, Inc.	3,180	3,230	3,044	2,582	2,459	2,452	2,401	2,466	21,814
Partners in Prime	26,736	26,394	27,288	25,349	26,361	27,280	34,089	33,076	226,573
Warren County Community Service	16,170	18,759	19,093	20,906	19,648	18,529	27,038	31,193	171,336
<b>Total Billable Units</b>	<b>93,648</b>	<b>96,317</b>	<b>96,794</b>	<b>99,571</b>	<b>101,283</b>	<b>102,529</b>	<b>102,312</b>	<b>109,079</b>	<b>801,533</b>

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	32.06%	30.73%	31.92%	32.49%	32.02%	31.67%	7.24%	0
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	2.17%
Meals on Wheels of SW Ohio and Northern Kentucky	18.73%	19.04%	17.02%	18.46%	20.13%	21.26%	30.66%	36.65%
Oxford Senior Citizens, Inc.	3.40%	3.35%	3.14%	2.59%	2.43%	2.39%	2.35%	2.26%
Partners in Prime	28.55%	27.40%	28.19%	25.46%	26.03%	26.61%	33.32%	30.32%
Warren County Community Service	17.27%	19.48%	19.73%	21.00%	19.40%	18.07%	26.43%	28.60%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	459	470	517	518	532	540	446	0	497
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	69	69
Meals on Wheels of SW Ohio and Northern Kentucky	297	296	275	309	344	381	611	648	395
Oxford Senior Citizens, Inc.	57	56	51	45	48	45	44	47	49
Partners in Prime	418	404	427	412	427	436	586	526	455
Warren County Community Service	286	312	314	315	306	300	497	481	351
<b>Total Distinct Clients Served</b>	<b>1,517</b>	<b>1,538</b>	<b>1,584</b>	<b>1,599</b>	<b>1,657</b>	<b>1,702</b>	<b>2,184</b>	<b>1,771</b>	<b>339</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Medical Equipment

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	46	48	41	35	44	53	55	58	380
Bernens Medical	119	110	142	135	154	120	129	131	1,040
Home First	2	2	1	2	1	2	2	3	15
Mullaney's Pharmacy & Home Health Care	36	42	46	35	53	55	42	28	337
Stateline Medical Equipment	6	7	17	2	4	5	9	3	53
<b>Total Billable Units</b>	<b>209</b>	<b>209</b>	<b>247</b>	<b>209</b>	<b>256</b>	<b>235</b>	<b>237</b>	<b>223</b>	<b>1,825</b>

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
American Ramp Systems	22.01%	22.97%	16.60%	16.75%	17.19%	22.55%	23.21%	26.01%	
Bernens Medical	56.94%	52.63%	57.49%	64.59%	60.16%	51.06%	54.43%	58.74%	
Home First	0.96%	0.96%	0.40%	0.96%	0.39%	0.85%	0.84%	1.35%	
Mullaney's Pharmacy & Home Health Care	17.22%	20.10%	18.62%	16.75%	20.70%	23.40%	17.72%	12.56%	
Stateline Medical Equipment	2.87%	3.35%	6.88%	0.96%	1.56%	2.13%	3.80%	1.35%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	18	20	17	15	20	22	23	23	20
Bernens Medical	77	76	101	88	93	83	81	77	85
Home First	2	2	1	2	1	2	2	3	2
Mullaney's Pharmacy & Home Health Care	29	34	32	30	45	42	36	23	34
Stateline Medical Equipment	6	7	17	2	4	5	9	3	7
<b>Total Distinct Clients Served</b>	<b>132</b>	<b>139</b>	<b>168</b>	<b>137</b>	<b>163</b>	<b>154</b>	<b>151</b>	<b>129</b>	<b>29</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Modification

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	4	3	3	3	2	2	4	5	26
Home First	9	9	3	3	4	6	3	3	40
HomeCare Mattress Inc.	0	0	0	0	0	0	2	1	3
MedAdapt Ltd.	17	15	22	22	35	26	38	37	212
People Working Cooperatively, Inc.	2	2	0	4	2	2	0	0	12
Stateline Medical Equipment	19	17	33	17	23	22	21	19	171
Tri-State Maintenance	18	15	25	27	26	28	32	17	188
<b>Total Billable Units</b>	<b>69</b>	<b>61</b>	<b>86</b>	<b>76</b>	<b>92</b>	<b>86</b>	<b>100</b>	<b>84</b>	<b>654</b>

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2.38%
Custom Home Elevator & Lift Co. Inc.	5.80%	4.92%	3.49%	3.95%	2.17%	2.33%	4.00%	5.95%
Home First	13.04%	14.75%	3.49%	3.95%	4.35%	6.98%	3.00%	3.57%
HomeCare Mattress Inc.	0	0	0	0	0	0	2.00%	1.19%
MedAdapt Ltd.	24.64%	24.59%	25.58%	28.95%	38.04%	30.23%	38.00%	44.05%
People Working Cooperatively, Inc.	2.90%	3.28%	0	5.26%	2.17%	2.33%	0	0
Stateline Medical Equipment	27.54%	27.87%	38.37%	22.37%	25.00%	25.58%	21.00%	22.62%
Tri-State Maintenance	26.09%	24.59%	29.07%	35.53%	28.26%	32.56%	32.00%	20.24%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	4	3	3	3	2	2	4	5	3
Home First	9	9	3	3	4	6	2	3	5
HomeCare Mattress Inc.	0	0	0	0	0	0	2	1	2
MedAdapt Ltd.	16	14	21	21	34	25	37	35	25
People Working Cooperatively, Inc.	2	2	0	3	2	2	0	0	2
Stateline Medical Equipment	18	17	32	17	23	22	20	19	21
Tri-State Maintenance	15	15	24	26	22	27	32	17	22
<b>Total Distinct Clients Served</b>	<b>64</b>	<b>60</b>	<b>83</b>	<b>73</b>	<b>87</b>	<b>84</b>	<b>97</b>	<b>82</b>	<b>13</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Independent Living Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	81	159	115	154	103	94	4	0	709
Oxford Senior Citizens, Inc.	0	0	2	0	0	5	9	7	23
Partners in Prime	1,034	990	982	1,105	997	1,068	1,122	997	8,295
<b>Total Billable Units</b>	<b>1,115</b>	<b>1,149</b>	<b>1,099</b>	<b>1,259</b>	<b>1,100</b>	<b>1,167</b>	<b>1,135</b>	<b>1,004</b>	<b>9,027</b>

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	7.25%	13.82%	10.48%	12.21%	9.34%	8.08%	0.31%	0
Oxford Senior Citizens, Inc.	0	0	0.16%	0	0	0.43%	0.77%	0.72%
Partners in Prime	92.75%	86.18%	89.36%	87.79%	90.66%	91.50%	98.92%	99.28%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	39	62	66	70	66	64	10	0	54
Oxford Senior Citizens, Inc.	0	0	1	0	0	2	2	4	2
Partners in Prime	219	216	214	204	210	207	255	240	221
<b>Total Distinct Clients Served</b>	<b>258</b>	<b>278</b>	<b>281</b>	<b>274</b>	<b>276</b>	<b>273</b>	<b>267</b>	<b>244</b>	<b>113</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	7	6	8	1	2	9	7	42
<b>Total Billable Units</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>42</b>

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	2	7	6	8	1	2	9	7	5
<b>Total Distinct Clients Served</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>5</b>

## Provider Quality Report: Service Metrics

Butler County ESP

### Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	22	32	20	30	28	27	28	20	207
Milt's Termite & Pest Control	17	20	25	28	9	4	21	47	171
<b>Total Billable Units</b>	<b>39</b>	<b>52</b>	<b>45</b>	<b>58</b>	<b>37</b>	<b>31</b>	<b>49</b>	<b>67</b>	<b>378</b>

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	56.41%	61.54%	44.44%	51.72%	75.68%	87.10%	57.14%	29.85%
Milt's Termite & Pest Control	43.59%	38.46%	55.56%	48.28%	24.32%	12.90%	42.86%	70.15%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	14	11	12	11	13	12	10	12
Milt's Termite & Pest Control	8	12	11	13	3	3	10	21	10
<b>Total Distinct Clients Served</b>	<b>19</b>	<b>26</b>	<b>22</b>	<b>25</b>	<b>14</b>	<b>16</b>	<b>22</b>	<b>31</b>	<b>11</b>

## Provider Quality Report: Service Metrics

### Butler County ESP

#### Transportation

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	986	914	986	1,005	760	781	153	0	5,585
Kemper Shuttle Services	197	120	109	53	54	175	138	29	875
Meda-Care Transportation, Inc.	330	294	313	386	357	476	677	816	3,649
Oxford Senior Citizens, Inc.	0	6	3	12	12	17	17	8	75
Partners in Prime	266	344	452	385	396	450	796	992	4,081
Transport-U Transportation, LLC	80	130	168	165	144	162	225	258	1,332
Universal Transportation Systems	275	551	308	236	276	322	330	229	2,527
Valley Transport LLC	169	201	255	324	322	259	723	934	3,187
Warren County Community Service	57	74	102	115	141	139	164	166	958
<b>Total Billable Units</b>	<b>2,360</b>	<b>2,634</b>	<b>2,696</b>	<b>2,681</b>	<b>2,462</b>	<b>2,781</b>	<b>3,223</b>	<b>3,432</b>	<b>22,269</b>

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	41.78%	34.70%	36.57%	37.49%	30.87%	28.08%	4.75%	0
Kemper Shuttle Services	8.35%	4.56%	4.04%	1.98%	2.19%	6.29%	4.28%	0.84%
Meda-Care Transportation, Inc.	13.98%	11.16%	11.61%	14.40%	14.50%	17.12%	21.01%	23.78%
Oxford Senior Citizens, Inc.	0	0.23%	0.11%	0.45%	0.49%	0.61%	0.53%	0.23%
Partners in Prime	11.27%	13.06%	16.77%	14.36%	16.08%	16.18%	24.70%	28.90%
Transport-U Transportation, LLC	3.39%	4.94%	6.23%	6.15%	5.85%	5.83%	6.98%	7.52%
Universal Transportation Systems	11.65%	20.92%	11.42%	8.80%	11.21%	11.58%	10.24%	6.67%
Valley Transport LLC	7.16%	7.63%	9.46%	12.09%	13.08%	9.31%	22.43%	27.21%
Warren County Community Service	2.42%	2.81%	3.78%	4.29%	5.73%	5.00%	5.09%	4.84%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	109	98	106	108	87	83	41	0	90
Kemper Shuttle Services	6	11	7	5	4	6	9	6	7
Meda-Care Transportation, Inc.	39	42	41	37	44	43	49	59	44
Oxford Senior Citizens, Inc.	0	1	2	4	4	7	5	4	4
Partners in Prime	31	33	46	47	54	64	105	97	60
Transport-U Transportation, LLC	9	14	17	13	16	15	23	19	16
Universal Transportation Systems	45	48	44	37	37	33	34	26	38
Valley Transport LLC	22	19	26	26	27	23	73	65	35
Warren County Community Service	10	13	13	13	16	18	28	19	16
<b>Total Distinct Clients Served</b>	<b>271</b>	<b>279</b>	<b>302</b>	<b>290</b>	<b>289</b>	<b>292</b>	<b>367</b>	<b>295</b>	<b>34</b>



## Provider Quality Report: Satisfaction Metrics

### Butler County ESP

#### Butler County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	1	0	1	0	1	1	2	1
A Miracle Home Care	108	103	100	127	114	126	153	159
Always There Healthcare LLC	0	3	1	2	0	1	1	0
Assisted Care by Black Stone of CIN	29	21	20	15	21	15	16	14
Comfort and Care Home Health Agency, Inc.	12	9	9	4	1	3	6	3
Helping Hands Private Duty Homecare	86	53	23	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	55	49	39	57	37	47	38	45
Nova Home Care	11	6	12	7	16	8	10	6
Prime Home Care, LLC	1	2	1	5	0	4	1	2
Quality Care	8	5	6	4	2	4	2	2
SH of Southern Ohio LLC	13	15	34	43	51	51	59	49
Superior Home Care, Inc.	0	0	1	2	2	1	2	2

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	158	131	151	167	196	179	52	0
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	4
Meals on Wheels of SW Ohio and Northern Kentucky	104	91	87	106	127	126	183	210
Oxford Senior Citizens, Inc.	23	10	18	9	14	17	14	13
Partners in Prime	150	149	137	149	153	145	203	209
Warren County Community Service	71	90	96	104	106	101	143	164

Medical Transportation								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	66	57	53	54	56	48	16	0
Kemper Shuttle Services	5	6	7	5	3	1	5	7
Meda-Care Transportation, Inc.	24	25	18	27	28	22	30	32
Oxford Senior Citizens, Inc.	0	0	1	1	3	3	2	3
Partners in Prime	28	19	23	29	20	35	42	40
Transport-U Transportation, LLC	5	4	6	10	7	8	7	12
Universal Transportation Systems	40	24	30	31	30	25	17	20
Valley Transport LLC	7	10	5	14	12	12	19	26
Warren County Community Service	5	2	4	7	9	10	5	13

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	80.0%	80.0%	100.0%	100.0%
A Miracle Home Care	91.1%	91.7%	92.3%	91.3%	96.1%	93.6%	94.5%	95.1%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	70.0%	30.0%	No Data
Assisted Care by Black Stone of CIN	95.4%	97.8%	99.4%	90.7%	100.0%	89.7%	100.0%	90.8%
Comfort and Care Home Health Agency, Inc.	80.0%	69.6%	52.5%	67.5%	100.0%	66.7%	59.5%	86.7%
Helping Hands Private Duty Homecare	91.9%	93.1%	77.1%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.6%	95.1%	93.0%	91.7%	98.5%	95.9%	96.7%	96.1%
Nova Home Care	94.3%	91.7%	75.8%	93.8%	77.8%	100.0%	84.7%	96.7%
Prime Home Care, LLC	90.0%	100.0%	100.0%	88.0%	No Data	93.3%	60.0%	55.0%
Quality Care	80.9%	87.5%	61.2%	89.2%	80.0%	89.2%	100.0%	100.0%
SH of Southern Ohio LLC	93.4%	85.9%	88.7%	95.7%	94.4%	93.3%	86.7%	94.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.4%	88.6%	89.8%	93.5%	97.9%	90.5%	94.0%	95.5%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	92.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	77.8%	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%
Helping Hands Private Duty Homecare	93.1%	97.9%	73.7%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	92.9%	94.3%	91.7%	100.0%	94.7%	90.0%	97.4%
Nova Home Care	100.0%	100.0%	83.3%	100.0%	75.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	50.0%
Quality Care	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	90.9%	81.8%	84.6%	92.9%	95.2%	94.9%	86.0%	92.1%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	90.9%	89.0%	87.5%	90.7%	95.9%	88.6%	94.7%	93.2%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	88.9%	94.4%	94.1%	100.0%	100.0%	90.0%	100.0%	60.0%
Comfort and Care Home Health Agency, Inc.	66.7%	62.5%	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%
Helping Hands Private Duty Homecare	91.0%	96.1%	80.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.0%	95.5%	91.4%	87.2%	96.8%	97.3%	96.8%	92.1%
Nova Home Care	100.0%	100.0%	83.3%	83.3%	80.0%	100.0%	77.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	50.0%
Quality Care	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	84.6%	78.6%	90.0%	85.4%	97.5%	81.6%	97.4%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	82.1%	82.2%	87.0%	87.3%	90.3%	92.1%	86.3%	91.0%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	95.2%	100.0%	92.9%	100.0%	92.9%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	58.3%	66.7%	0.0%	25.0%	100.0%	66.7%	33.3%	66.7%
Helping Hands Private Duty Homecare	75.6%	69.8%	56.5%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.7%	87.5%	84.6%	96.5%	94.6%	95.7%	100.0%	95.6%
Nova Home Care	72.7%	66.7%	75.0%	85.7%	62.5%	100.0%	70.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	37.5%	75.0%	16.7%	75.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	83.3%	93.3%	78.8%	95.3%	92.2%	92.2%	79.7%	87.2%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.1%	97.1%	97.0%	95.2%	98.2%	96.0%	97.4%	98.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	88.9%	77.8%	75.0%	100.0%	66.7%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.8%	98.1%	95.7%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	93.8%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	100.0%
Quality Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	93.3%	97.1%	100.0%	100.0%	96.1%	96.6%	97.9%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.2%	96.0%	96.0%	94.5%	98.2%	96.8%	96.7%	98.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	96.5%	94.3%	87.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.4%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	81.3%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	93.3%	97.1%	100.0%	98.0%	92.2%	96.5%	95.7%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.3%	95.0%	96.0%	92.9%	97.3%	97.6%	95.4%	96.2%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	97.7%	98.1%	78.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	95.9%	94.9%	93.0%	100.0%	100.0%	100.0%	95.6%
Nova Home Care	100.0%	100.0%	66.7%	100.0%	81.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	50.0%	60.0%	75.0%	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	92.3%	86.7%	94.1%	100.0%	100.0%	94.1%	91.4%	97.9%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.2%	95.1%	96.0%	93.7%	99.1%	96.0%	95.4%	95.6%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	95.3%	100.0%	91.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.3%	100.0%	97.4%	91.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	75.0%	75.0%	100.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	86.7%	94.1%	100.0%	100.0%	94.1%	94.8%	97.9%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

##### If your aide is not available, are you offered another aide?

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	89.7%	91.3%	90.7%	87.1%	92.8%	88.7%	95.1%	94.4%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	88.2%	100.0%	100.0%	100.0%	63.6%	100.0%	62.5%
Comfort and Care Home Health Agency, Inc.	66.7%	33.3%	25.0%	75.0%	100.0%	66.7%	25.0%	66.7%
Helping Hands Private Duty Homecare	90.0%	95.3%	65.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	87.8%	82.4%	68.2%	96.3%	82.4%	85.2%	82.9%
Nova Home Care	88.9%	83.3%	83.3%	83.3%	66.7%	100.0%	88.9%	83.3%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	No Data	33.3%	No Data	50.0%
Quality Care	50.0%	75.0%	40.0%	66.7%	100.0%	66.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	72.7%	83.3%	90.9%	87.2%	91.9%	71.1%	90.5%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

##### Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.0%	91.2%	89.0%	89.8%	96.4%	95.2%	94.1%	93.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	83.3%	77.8%	55.6%	50.0%	100.0%	66.7%	33.3%	100.0%
Helping Hands Private Duty Homecare	88.4%	86.8%	78.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	95.9%	94.9%	98.2%	97.3%	93.5%	94.7%	97.8%
Nova Home Care	100.0%	83.3%	75.0%	100.0%	68.8%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	No Data
Quality Care	62.5%	100.0%	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	86.7%	91.2%	92.9%	92.2%	88.2%	82.8%	89.4%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.6%	91.1%	93.9%	88.1%	94.6%	94.4%	95.4%	94.3%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	93.1%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%
Comfort and Care Home Health Agency, Inc.	83.3%	55.6%	33.3%	75.0%	100.0%	66.7%	33.3%	100.0%
Helping Hands Private Duty Homecare	93.0%	94.3%	65.2%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.1%	95.9%	94.9%	94.7%	100.0%	95.6%	100.0%	100.0%
Nova Home Care	81.8%	83.3%	66.7%	85.7%	68.8%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	No Data	50.0%
Quality Care	87.5%	100.0%	40.0%	100.0%	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	92.3%	80.0%	88.2%	95.3%	94.0%	92.0%	86.2%	93.6%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	97.5%	97.7%	98.4%	97.9%	96.9%	91.4%	87.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	90.6%
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	98.1%	97.7%	97.3%	98.2%	96.0%	97.5%	97.3%
Oxford Senior Citizens, Inc.	95.7%	89.9%	92.8%	100.0%	97.3%	97.8%	91.1%	99.0%
Partners in Prime	98.8%	98.4%	95.5%	97.1%	97.4%	98.5%	97.4%	95.8%
Warren County Community Service	98.4%	98.3%	99.3%	96.2%	98.5%	95.9%	97.8%	96.8%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.4%	100.0%	100.0%	100.0%	98.1%	92.9%	86.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.6%	98.7%	97.2%	100.0%	99.1%	98.2%	98.8%	99.5%
Oxford Senior Citizens, Inc.	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	99.1%	98.3%	98.3%	100.0%	98.8%	97.6%
Warren County Community Service	100.0%	100.0%	100.0%	98.8%	100.0%	98.6%	97.3%	98.4%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	94.9%	93.9%	97.3%	95.8%	92.7%	86.6%	80.8%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.1%	95.6%	97.7%	92.5%	96.1%	93.6%	94.0%	94.3%
Oxford Senior Citizens, Inc.	91.3%	90.0%	88.9%	100.0%	92.9%	94.1%	85.7%	100.0%
Partners in Prime	96.7%	95.3%	91.2%	94.6%	94.8%	97.9%	95.6%	93.8%
Warren County Community Service	97.2%	94.4%	98.9%	93.3%	98.1%	92.1%	96.5%	94.5%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Delivered Meals SASI Scores

##### Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.4%	99.2%	99.3%	100.0%	100.0%	96.6%	98.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	98.9%	100.0%	100.0%	99.2%	100.0%	99.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	100.0%	99.3%	99.3%	100.0%	100.0%	100.0%	99.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

##### Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.2%	97.5%	95.2%	97.6%	97.4%	88.2%	85.3%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.9%	97.4%	97.3%	96.3%	98.1%	96.3%	99.4%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	100.0%	94.4%	97.5%	98.4%	98.2%	98.7%	98.8%
Warren County Community Service	98.4%	98.7%	100.0%	98.8%	100.0%	97.0%	98.1%	99.2%

##### Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.1%	98.5%	100.0%	98.2%	99.5%	97.2%	92.3%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	99.1%	98.4%	96.8%	98.9%	99.0%
Oxford Senior Citizens, Inc.	100.0%	90.0%	94.4%	100.0%	100.0%	100.0%	85.7%	100.0%
Partners in Prime	99.3%	99.3%	96.4%	98.7%	99.3%	99.3%	99.0%	97.1%
Warren County Community Service	100.0%	98.9%	100.0%	97.1%	100.0%	98.0%	98.6%	98.8%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	94.9%	94.6%	98.7%	95.2%	94.4%	86.5%	80.8%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	90.3%	93.3%	95.4%	94.3%	96.9%	92.9%	95.6%	93.8%
Oxford Senior Citizens, Inc.	91.3%	80.0%	70.6%	100.0%	85.7%	94.1%	85.7%	100.0%
Partners in Prime	96.6%	94.6%	92.7%	93.8%	94.7%	95.1%	92.6%	89.4%
Warren County Community Service	95.8%	96.6%	96.9%	91.3%	93.4%	88.1%	93.0%	91.4%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.7%	99.2%	98.7%	98.2%	97.4%	92.7%	88.5%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	100.0%	98.9%	98.1%	99.2%	97.6%	95.6%	94.8%
Oxford Senior Citizens, Inc.	91.3%	90.0%	94.4%	100.0%	100.0%	94.1%	85.7%	92.3%
Partners in Prime	100.0%	99.3%	95.6%	97.3%	96.7%	99.3%	97.0%	95.7%
Warren County Community Service	97.2%	97.8%	100.0%	96.2%	99.0%	98.0%	99.3%	95.7%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	96.8%	98.5%	98.0%	98.2%	95.9%	90.5%	84.6%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	100.0%	96.6%	98.1%	97.6%	93.6%	97.8%	97.1%
Oxford Senior Citizens, Inc.	91.3%	80.0%	94.1%	100.0%	100.0%	100.0%	85.7%	100.0%
Partners in Prime	99.3%	98.7%	94.9%	97.3%	96.7%	98.6%	97.5%	94.7%
Warren County Community Service	98.6%	100.0%	99.0%	94.2%	97.2%	95.0%	99.3%	96.3%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.7%	100.0%	99.4%	99.4%	100.0%	99.2%	97.5%	No Data
Kemper Shuttle Services	96.0%	100.0%	98.6%	100.0%	96.7%	90.0%	94.0%	97.1%
Meda-Care Transportation, Inc.	91.7%	87.7%	91.1%	96.7%	94.0%	99.5%	98.3%	96.4%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%
Partners in Prime	97.9%	100.0%	99.6%	100.0%	99.5%	99.1%	100.0%	100.0%
Transport-U Transportation, LLC	98.0%	100.0%	93.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.5%	90.0%	90.0%	88.1%	89.9%	96.0%	94.7%	75.6%
Valley Transport LLC	100.0%	94.0%	88.0%	98.6%	94.0%	95.0%	95.0%	93.4%
Warren County Community Service	98.0%	100.0%	100.0%	100.0%	100.0%	99.0%	96.0%	84.9%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	98.1%	96.2%	100.0%	95.8%	93.8%	No Data
Kemper Shuttle Services	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	91.7%	84.0%	88.9%	96.3%	96.0%	95.2%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	85.7%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	91.3%	80.0%	77.4%	85.7%	96.0%	88.2%	58.4%
Valley Transport LLC	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%	88.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	84.9%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	95.0%	91.3%	96.6%	96.8%	93.1%	100.0%	100.0%	94.9%
Valley Transport LLC	100.0%	90.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.5%	87.0%	93.3%	96.8%	93.1%	96.0%	100.0%	89.8%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	96.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	91.7%	95.8%	94.4%	96.3%	96.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.4%	91.3%	93.3%	96.8%	89.7%	96.0%	100.0%	89.8%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	96.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	66.7%	No Data	100.0%	85.4%
Meda-Care Transportation, Inc.	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	95.7%	100.0%	94.7%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	95.7%	96.7%	90.3%	96.4%	100.0%	100.0%	68.8%
Valley Transport LLC	100.0%	80.0%	60.0%	100.0%	100.0%	91.7%	88.9%	88.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	95.7%	100.0%	96.8%	96.4%	100.0%	100.0%	84.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	84.9%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	87.5%	80.0%	94.4%	96.3%	92.0%	100.0%	96.7%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	82.6%	83.3%	80.6%	85.7%	96.0%	88.2%	74.5%
Valley Transport LLC	100.0%	100.0%	80.0%	100.0%	90.0%	100.0%	94.4%	92.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	98.5%	100.0%	98.1%	98.1%	100.0%	97.8%	93.8%	No Data
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	83.3%	83.3%	77.8%	92.6%	88.0%	100.0%	100.0%	93.5%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	77.5%	87.0%	76.7%	71.0%	82.8%	84.0%	88.2%	53.3%
Valley Transport LLC	100.0%	100.0%	80.0%	92.9%	90.0%	83.3%	94.4%	76.6%
Warren County Community Service	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Butler County ESP

#### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	91.7%	91.7%	94.4%	92.6%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.5%	91.3%	96.7%	93.5%	93.1%	96.0%	100.0%	89.4%
Valley Transport LLC	100.0%	90.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	98.1%	100.0%	100.0%	97.9%	93.8%	No Data
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.4%
Meda-Care Transportation, Inc.	95.8%	76.0%	83.3%	100.0%	88.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	87.0%	83.3%	80.6%	82.8%	96.0%	82.4%	53.3%
Valley Transport LLC	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	84.9%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Appendix A: Methodology for SASI Analysis

### Butler County ESP

#### Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question from 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score

## Council on Aging & BC ESP Annual Impact Report Presentation to Butler County Communities

To keep the Butler County communities aware of the positive impact the Elderly Services Program is having in their communities, we will invigorate our community “speaker bureau” to make presentations to local governments and community groups. We anticipate the 2023 Butler County ESP Impact Report to be completed by May. Please review the initial list of government & community groups and identify a meeting you are willing to attend and present before the end of the year our COA Annual Impact Report and the BC ESP Annual Impact Report. Thanks!

<b>Local Government /Community Group (population)</b>	<b>Meeting day/time</b>	<b>Location</b>	<b>Contact Name</b>	<b>email</b>	<b>Phone</b>	<b>Cell</b>	<b>BC ESP Representatives</b>
Hamilton City Council	2nd & 4th Wednesday, 6p	345 High Street Hamilton, OH 45011					
Middletown City Council	1st & 3rd Thursday, 7pm	One Donham Plaza Middletown, OH 45042					
Oxford City Council	1st & 3rd Tuesday, 7:30	118 W. High Street Oxford, OH 45056					
Trenton City Council	1st & 3rd Thursday, 7:30 pm	11 East State Street Trenton, OH 45067					
Fairfield City Council	2nd & 4th Monday, 7 pm	5350 Pleasant Avenue Fairfield, OH 45014					
Fairfield Chamber of Commerce							
Hamilton Chamber of Commerce							
Middletown Chamber of Commerce							
Oxford Chamber of Commerce							
<a href="#">Butler County United Way</a>							



Hamilton Rotary West Chester Rotary							
West Chester Township Trustees (65,000)	2nd & 4th Tuesday, 6pm	9113 Cincinnati- Dayton Road West Chester, OH 45069					
Liberty Township Trustees (44,000)	1st & 3rd Tuesday, 6 pm	5021 Winners Circle Drive Liberty Township, OH 45011					
Madison Township (8,500) (Thomas Hall)	3rd Wednesday, 6:30 pm	5610 Alexandria Road Middletown OH 45042					
Lemon Township (17,000) Monroe	1st Thursday, 6 pm	6262 Hamilton- Middletown Road Middletown, OH 45044					

**ELDERLY SERVICES PROGRAM (ESP<sup>SM</sup>)**

**ELECTRONIC MONITORING SYSTEMS**

**SERVICE SPECIFICATION**

**EFFECTIVE October 1, 2024  
(BCESP) (CCESP) (HCESP) (WCESP)**

**EMERGENCY RESPONSE SYSTEMS (ERS)  
SERVICE SPECIFICATION  
TABLE OF CONTENTS**

1.0	OBJECTIVE	pg. 3
2.0	UNIT OF SERVICE	pg. 3
3.0	CLIENT ELIGIBILITY REQUIREMENTS	pg. 4
4.0	PROVIDER REQUIREMENTS	pg. 4
5.0	EMS EQUIPMENT	pg. 5
6.0	TRAINING	pg. 6
7.0	RESPONSE PLAN	pg. 7
8.0	SERVICE VERIFICATION	pg. 8
9.0	REQUIRED REPORTING	pg. 8
10.0	EMS PRODUCTS	pg. 9

## **ELECTRONIC MONITORING SYSTEMS (EMS)**

### **1.0 OBJECTIVE**

Electronic Monitoring Systems (EMS) is a service designed to monitor client health/safety and provide clients with access to emergency crisis intervention for medical or environmental emergencies. EMS services include telecommunications equipment, a response center, and a medium for two-way, hands-free communication with the response center.

### **2.0 UNIT OF SERVICE**

A unit of monitoring service includes supplies and monitoring costs of the EMS service. A unit of service is defined as one of the following:

- 2.1 Two units of monitoring service is equal to 16 or more service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow up training to a client or client's caregiver.
- 2.2 One unit of monitoring service is equal to 15 or less service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow-up training to a client or client's caregiver.
- 2.3 One unit of delivery and training: Includes the one-time cost to deliver the equipment and initial call to provide training on how to use the equipment.
- 2.4 One unit of Provider installation: Includes the one-time cost for installation of the equipment in the home of the client, the initial face- to-face demonstration and training on how to use the equipment.

### **3.0 CLIENT ELIGIBILITY REQUIREMENTS**

- 3.1 Client eligibility is determined by the Care Manager. Only clients that have been referred for the service by their Care Manager or other designated ESP staff member are eligible for this service.

### **4.0 PROVIDER REQUIREMENTS**

#### **Response Center**

- 4.1 The Provider must own, operate and staff an emergency response center located in the United States that functions twenty-four hours per day, three hundred sixty-five days per year.
- 4.2 The Provider shall have the capacity to receive and respond to alarm signals from clients twenty-four hours per day, three hundred sixty-five days per year.
- 4.3 The Provider must maintain the capacity to respond to all incoming alarm signals in case the primary system is unable to respond.
- 4.4 The Provider must respond to each alarm signal no more than sixty seconds after it receives a signal.
- 4.5 The Provider must have the capability to triage calls and take appropriate action based on industry standard triage protocol.

#### **Testing**

- 4.6 The Provider must conduct monthly testing of each client's EMS equipment to ensure proper operation. The Provider shall retain a record of the monthly testing that includes the date, time, and results of the test.

## **Alarm Signal Notification**

- 4.7 The Provider must notify the Care Manager, or designee of any emergency involving a client no more than twenty-four hours after the alarm signal.
- 4.8 The Provider shall contact emergency service personnel if a client sends an alarm signal, and the Provider cannot reach a designated responder.
- 4.9 If a client sends an alarm signal, the Provider shall remain in communication with the client through the two-way communications feature of the equipment until a designed responder or emergency service personnel arrives in the client's home, or the emergency subsides.
- 4.10 The Provider must notify Care Managers when a client receives emergency medical services as a result of emergency signals.

## **Installers**

- 4.11 Provider installers and service staff must have proper identification, including photo ID with company name.
- 4.12 Provider installers and service staff must have criminal background checks.

## **5.0 EMS EQUIPMENT**

- 5.1 The Provider shall ensure that each client is supplied with the equipment that meets his or her specific needs as authorized by the Care Manager.
- 5.2 The Provider shall offer each client a variety of remote activation devices that are wearable and water-resistant, unless the client requires a specialty activation device that is not wearable and water-resistant.

- 5.3 All EMS equipment must contain an internal battery that provides at least twenty-four hours of power without recharging and that sends notification to the emergency response center if the battery's level is low.
- 5.4 Provider must label equipment with company name and a toll-free number for client access to Provider.
- 5.5 The EMS equipment, when activated, must dial a toll-free number in order to contact the primary or back-up response center.
- 5.6 The EMS equipment must, in the event it cannot get its signal accepted at the response center within the first call placed, be able to self-disconnect and redial the back- up monitoring system without the client resetting the system.
- 5.7 Replacement equipment: At no additional cost to the client or COA, the Provider shall replace any malfunctioning EMS equipment in fewer than twenty-four hours after it is notified of the malfunction or in fewer than twenty-four hours after the malfunction is detected through the monthly testing or equipment, unless the malfunction is due to confirmed misuse, abuse, or negligence.
- 5.8 EMS equipment installed must meet Underwriters Laboratories (UL) Safety Standards for Home Health Signaling Equipment. This Standard outlines safety requirements for home health care signaling systems and components for routine monitoring and medical emergencies. Devices may be connected directly or indirectly to receiving equipment at a residence or central supervising station.

## **6.0 TRAINING**

- 6.1 The Provider shall furnish each EMS client documentation that will include manufacturer's specifications and installation and operation instructions.
- 6.2 Equipment installed in person by Provider must include an initial face-to-face demonstration and training on how to use the EMS equipment unless otherwise specified by the client's care plan. Upon completion of all in

person installs the Provider must leave simple instructions on how to use the device. Examples of reasons to use the device would also be helpful. The Provider shall retain records that include:

- a) Client's name and contact information
- b) Date of installation, demonstration, and training
- c) Client's signature attesting to receiving training

6.3 As part of the monthly service, the Provider shall provide additional training to the client, caregiver, or COA upon request at no additional cost.

6.4 The Provider shall train every designated responder before activating the EMS equipment, on an annual basis, and upon request. This training is part of the monthly service. At a minimum, the training must include:

- a) Instructions for responding to an emergency including instructions for contacting emergency personnel
- b) Written instructions for responding to the client's alarm signals

## **7.0 RESPONSE PLAN**

7.1 The Provider shall work with the client to develop a written response plan regarding how to proceed when an alarm is signaled. The plan must include a summary of the client's medical diagnosis, treatment, and preferences as well as the name of the contact information for the client's designated responders. If the client designates only one individual, then the Provider must also designate emergency service personnel as a back-up responder.

7.2 Definition for this rule: "Designated Responder" means an individual the emergency response center contacts if the client signals an alarm.

7.3 The Provider shall update the written response plan on an annual basis.



7.4 The Provider shall retain a record of the response plan and all subsequent response plans.

7.5 If the client's designated responder ceases to participate, the Provider shall work with the client to replace the responder and revise the written response plan.

## **8.0 SERVICE VERIFICATION**

8.1 For each episode of service or incident related contact with the client, the Provider shall retain a record that includes the following:

- a) Client's name
- b) Date and time of contact
- c) Service delivered (including the service of responding to a false alarm)
- d) Identification of EMS staff

8.2 The Provider may use a technology-based system to collect or retain the records required under this rule.

## **9.0 REQUIRED REPORTING**

9.1 Provider shall submit monthly detailed reports of the following:

- a) Summary of frequent fall alerts
- b) Pattern of frequent false alarms
- c) Contacts to the response center for non-emergency events
- d) Equipment failures
- e) Summary of usage by device, including but not limited to, missed medication, low battery signal, monthly testing, and falls.

9.2 Provider data submission methods must fulfill data security requirements and ensure sound data integrity and continuity.

9.3 Data file must contain, at a minimum, the following data elements:

- a) Client COA identification number
- b) date/time of event,
- c) device issuing alarm, and
- d) summary of actions/outcome.

COA reserves the right to request additional data fields.

## 10.0 EMS PRODUCTS

### **Basic Services**

**Landline Voice:** Home-based system that provides two-way voice communication with a wearable water-resistant help button (lanyard or wristband). Has a speakerphone so client does not have to pick up the phone to speak to an Emergency Response (ER) Center. Fall detection capabilities.

**Cellular:** Home-based systems that provides two-way communication with a wearable water-resistant help button (lanyard or wristband). Appropriate for clients who have a cell phone instead of a landline, or do not have a phone. Fall detection capabilities.

**Mobile:** Mobile or on-the-go devices using cellular connections, Wi-Fi and location technologies such as GPS. Two-way voice through pendant. Water-resistant, lanyard, wristband, and belt clip options. Fall detection capabilities.

**Medication Dispenser (Monitored):** Medications are monitored by an alert, which is sent to an EMS center, if medications are not taken as prescribed. Live call to client and caregiver (if specified) if compartment is not opened on time. Provider should have a selection of medication dispensers that can accommodate all types of medications and medication packaging. Caregiver must fill medication dispenser.

## **Other Programs and Services**

Wellness Programs (Social Isolation reduction calls/Check-in Calls, Health Monitoring)

Boundary door and Window Contacts

Mobile Smart Watch

Carbon and Smoke detector

Devices for Hearing Impaired

Special Activation Devices

Note: Providers should be knowledgeable of technological advances in equipment available in the market over lifespan of contract and present opportunities to COA.

**ELDERLY SERVICES PROGRAM (ESP<sup>SM</sup>)**

**ELECTRONIC MONITORING SYSTEMS**

**SERVICE SPECIFICATION**

**EFFECTIVE October 2024**  
**(BCESP) (CCESP) (HCESP) (WCESP)**

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**EMERGENCY RESPONSE SYSTEMS (ERS)**

**SERVICE SPECIFICATION**

**TABLE OF CONTENTS**

1.0 OBJECTIVE.....pg. 3  
2.0 UNIT OF SERVICE.....pg. 3  
3.0 CLIENT ELIGIBILITY REQUIREMENTS.....pg. 3  
4.0 PROVIDER REQUIREMENTS.....pg. 4  
5.0 EMS EQUIPMENT.....pg. 6  
6.0 TRAINING.....pg. 7  
7.0 RESPONSE PLAN.....pg. 7  
8.0 SERVICE VERIFICATION.....pg. 8

**Deleted:** 9.0 REQUIRED  
REPORTING.....  
.....pg. 8  
10.0 EMS DEFINITIONS ESP  
PROGRAM.....pg. 9

## ELECTRONIC MONITORING SYSTEMS (EMS)

### 1.0 OBJECTIVE

Electronic Monitoring Systems (EMS) is a service designed to monitor client health/safety and provide clients with access to emergency crisis intervention for medical or environmental emergencies. EMS services include telecommunications equipment, a response center, and a medium for two-way, hands-free communication with the response center.

### 2.0 UNIT OF SERVICE

A unit of monitoring service includes supplies and monitoring costs of the EMS service. A unit of service is defined as one of the following:

2.1 Two units of monitoring service is equal to 16 or more service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow up training to a client or client's caregiver.

2.2 One unit of monitoring service is equal to 15 or less service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow up training to a client or client's caregiver.

2.3 One unit of delivery and training: Includes the one-time cost to deliver the equipment and initial call to provide training on how to use the equipment.

2.4 One unit of Provider installation: Includes the one-time cost for installation of the equipment into the home of the client, the initial face to face demonstration and training on how to use the equipment.

### 3.0 CLIENT ELIGIBILITY REQUIREMENTS

3.1 Client eligibility is determined by the Care Manager. Only clients that have been referred for the service by their Care Manager or other designated ESP staff member are eligible for this service.

### 4.0 PROVIDER REQUIREMENTS

#### Response Center

4.1 The Provider must own, operate and staff an emergency response center located in the United States that functions twenty-four hours per day, three

**Deleted:** through the provision of communication connection systems (CCS).EMS services must be capable of being activated by a remote wireless device and be connected to the client's functioning telephone line, wireless telephone service, or other telecommunications technology. The Provider will furnish hands-free voice-to-voice communication with the response center.¶

**Deleted:** <#>¶

**Deleted:** a one month rental price authorized by the Care Manager prior to service and is

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**Deleted:** , or Council on Aging.

**Deleted:** half of a

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**Deleted:** delivery (including travel time),

**Deleted:** that the Provider furnishes to the client.

**Deleted:** Client Activated Necklace/Bracelet, Remote Speaker, and Automatic Fall Detection Devices:¶

**Deleted:** <#>The client lives alone or is alone for a significant period of time OR¶  
Other individuals live in the client's home and are unable to assist in the event of an emergency¶

AND¶  
The client is at risk for falls as a result of a medical condition¶

Medication Dispensers:¶  
Client must have a deficit for medication administration¶

¶  
Alzheimer's Boundary and GPS, and Motion Sensors¶

The client has a diagnosis or symptoms of Alzheimer's or other dementia AND¶

The client has a history of wandering or is at high risk for wandering¶

¶  
Fire, Smoke, CO Detector Monitoring¶  
Must follow all applicable State and Local laws pertaining to installation¶

**Deleted:** ¶

The Provider shall ensure that each client is supplied with the equipment that meets his (...

**Deleted:** twenty four

hundred sixty-five days per year.

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4.2 The Provider shall have the capacity to receive and respond to alarm signals from clients twenty-four hours per day, three hundred sixty-five days per year.

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**Deleted:** 4 The Provider must maintain the capacity to respond to all alarm signals.¶

**Deleted:** and Reporting

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**Deleted:** <#>The Provider must conduct monthly testing of each client's EMS equipment to ensure proper operation. The Provider shall retain a record of the monthly testing that includes the date, time, and results of the test. PSP E 4¶

**Deleted:** until the emergency service personnel arrives in the client's home,

**Deleted:** until

**Deleted:** The notifications should be sent via fax numbers supplied by COA. Additionally, a monthly report covering all EMS device activations should be sent to COA.

**Deleted:** ¶

9.1 Provider shall submit electronic data, at a minimum for all ERS alerts, alarms, and other events involving COA clients. Provider data submission methods must fulfill data security requirements and ensure sound data integrity and continuity.¶

¶  
9.2 Data file must contain, at a minimum, the following data elements: ¶

Client COA identification number¶  
date/time of event, ¶  
event code (what kind of alert/alarm), ¶  
device issuing alarm, and ¶  
outcome. ¶  
COA reserves the right to request additional data fields.¶

**Deleted:** ¶

**Deleted:** The Provider furnishes documentation that will include manufacturers' specifications, installation instructions, training manuals, and/or compliance with industry standards, demonstrating that the EMS home communication unit and activating devices meet the requirements and operating instructions:¶

**Deleted:** EMS services must be capable of being activated by a remote wireless device and be connected to the client's functioning telephone line, wireless telephone service, or other telecommunications technology. The Provider will furnish hands-free voice-to-voice ...

4.3 The Provider must maintain the capacity to respond to all incoming alarm signals in case the primary system is unable to respond.

4.4 The Provider must respond to each alarm signal no more than sixty seconds after it receives a signal.

4.5 The Provider must have the capability to triage calls and take appropriate action based on industry standard triage protocol.

### Testing

4.6 The Provider must conduct monthly testing of each client's EMS equipment to ensure proper operation. The Provider shall retain a record of the monthly testing that includes the date, time, and results of the test.

### Alarm Signal Notification

4.7 The Provider must notify the Care Manager or designee of any emergency involving a client no more than twenty-four hours after the alarm signal.

4.8 The Provider shall contact emergency service personnel if a client sends an alarm signal and the Provider cannot reach a designated responder.

4.9 If a client sends an alarm signal, the Provider shall remain in communication with the client through the two-way communications feature of the equipment until a designed responder or emergency service personnel arrives in the client's home, or the emergency subsides.

4.10 The Provider must notify Care Managers when a client receives emergency medical services as a result of emergency signals.

### Installers

4.11 Provider installers and service staff must have proper identification, including photo ID with company name.

4.12 Provider installers and service staff must have criminal background checks.

## 5.0 EMS EQUIPMENT

5.1 The Provider shall ensure that each client is supplied with the equipment that meets his or her specific needs as authorized by the Care Manager.

5.2 The Provider shall offer each client a variety of remote activation devices that are wearable and water-resistant, unless the client requires a specialty activation device that is not wearable and water-resistant.

5.3 All EMS equipment must contain an internal battery that provides at least twenty-four hours of power without recharging and that sends notification to the emergency response center if the battery's level is low.

5.4 Provider must label equipment with company name and a toll-free number for client access to Provider.

5.5 The EMS equipment, when activated, must dial a toll-free number in order to contact the primary or back-up response center.

5.6 The EMS equipment must, in the event it cannot get its signal accepted at the response center within the first call placed, be able to self-disconnect and redial the back- up monitoring system without the client resetting the system.

5.7 Replacement equipment: At no additional cost to the client or COA, the Provider shall replace any malfunctioning EMS equipment in fewer than twenty-four hours after it is notified of the malfunction or in fewer than twenty-four hours after the malfunction is detected through the monthly testing or equipment, unless the malfunction is due to confirmed misuse, abuse, or negligence.

5.8 EMS equipment installed must meet Underwriters Laboratories (UL) Safety Standards for Home Health Signaling Equipment. This Standard outlines safety requirements for home health care signaling systems and components for routine monitoring and medical emergencies. Devices may be connected directly or indirectly to receiving equipment at a residence or central supervising station.

## 6.0 TRAINING

6.1 The Provider shall furnish each EMS client documentation that will include manufacturers' specifications and installation and operation instructions.

6.2 Equipment installed in person by Provider must include an initial face-to-face

**Deleted:** <#>Provider must label equipment with company name and a toll-free number for client access to Provider.¶

**Deleted:** <#>The Provider must comply with Council on Aging's ESP Conditions of Participation.¶

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The Provider agrees to provide COA with ongoing updated information regarding technologies that become available for in-home health/safety monitoring.¶

**Deleted:** <#>The Provider must have the capability to triage calls and take appropriate action based on industry standard triage protocol.

**Deleted:** <#>¶

**Deleted:** <#>The Provider must notify Care Managers of when a client receives emergency medical services as a result of emergency signals. The notifications should be sent via fax numbers supplied by COA. Additionally, a monthly report covering all EMS device activations should be sent to COA.¶

**Deleted:** twenty four

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**Deleted:** <#>The EMS installation must include seize line circuitry which guarantees the unit to have priority over the telephone should the phone be off the hook or in use when the unit is activated.¶

**Deleted:** <#>A microphone and speaker in the EMS home communication equipment unit must ensure effective two-way communication.¶

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**Deleted:** <#>twenty four

**Deleted:** The speaker in the home communication equipment must address the needs of hard-of hearing clients.¶



demonstration and training on how to use the EMS equipment unless otherwise specified by the client's care plan. Upon completion of all in person installs the Provider must leave simple instructions on how to use the device. Examples of reasons to use the device would also be helpful. The Provider shall retain records that include:

- a) Client's name and contact information
- b) Date of installation, demonstration, and training
- c) Client's signature attesting to receiving training

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**Deleted:** approved by COA

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6.3 As part of the monthly service, the Provider shall provide additional training to the client, caregiver, or COA upon request at no additional cost.

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As part of the monthly service, the Provider shall provide additional training to the client, caregiver, or COA upon request at no additional cost.¶

¶ Definition for this rule: "Designated Responder" means an individual the emergency response center contacts if the client signals an alarm.¶

**Deleted:** if the client signals an alarm. The Provider must review the client's health assessment in the ESP computer system to obtain information regarding the health of the client prior to correspondence with the Care Manager.

**Deleted:** s health history, the client's functioning level, and

**Deleted:** individuals the client chooses as his or her

**Deleted:** <#>The Provider shall update the written response plan no less often than every six months.¶

**Deleted:** ¶

If the client's designated responder ceases to participate, the Provider shall work with the client to replace the responder and revise the written response plan. as follows:¶

If the client had only one designated responder, the Provider shall replace that responder in fewer than four days after it receives notice that the responder ceases to participate.¶

If the client had two or more designated responders, The Provider shall replace the responder in fewer than seven days after it receives notice that the responder ceases to participate.¶

If the Provider is unable to replace a responder, the Provider shall designate emergency service personnel as the responder.¶

The Provider shall record that name and contact information for any replacement responder in the response plan.¶

6.4 The Provider shall train every designated responder before activating the EMS equipment, on an annual basis, and upon request. This training is part of the monthly service. At a minimum, the training must include:

- a) Instructions for responding to an emergency, including instructions for contacting emergency personnel.
- b) Written instructions for responding to the client's alarm signals.

## 7.0 RESPONSE PLAN

7.1 The Provider shall work with the client to develop a written response plan regarding how to proceed when an alarm is signaled. The plan must include a summary of the client's medical diagnosis, treatment and preferences as well as the name of the contact information for the clients designated responders. If the client designates only one individual, then the Provider must also designate emergency service personnel as a back-up responder.

7.2 Definition for this rule: "Designated Responder" means an individual the emergency response center contacts if the client signals an alarm.

7.3 The Provider shall update the written response plan on an annual basis.

7.4 The Provider shall retain a record of the response plan and all subsequent response plans.

7.5 If the client's designated responder ceases to participate, the Provider shall work with the client to replace the responder and revise the written response plan.

## 8.0 SERVICE VERIFICATION

8.1 For each episode of service or incident related contact with the client, the Provider shall retain a record that includes the following:

- a) Client's name
- b) Date and time of contact
- c) Service delivered (including the service of responding to a false alarm)
- d) Identification of EMS staff.

**Deleted:** Name of each staff person having contact with the client

8.2 The Provider may use a technology-based system to collect or retain the records required under this rule.

## 9.0 REQUIRED REPORTING

9.1 Provider shall submit monthly detailed reports of the following:

- a) Summary of frequent fall alerts
- b) Pattern of frequent false alarms
- c) Contacts to the response center for non-emergency events
- d) Equipment failures
- e) Summary of usage by device, including but not limited to, missed medication, low battery signal, monthly testing, and falls.

**Deleted:** security requirements

**Deleted:** Provider shall submit electronic data for all EMS alerts, alarms, and other events involving COA clients. Provider shall work with COA to establish an ODBC (Open Database Connectivity) interface, through which COA will regularly extract data for storage, analysis, and internal communication. Alternately, Provider may suggest some other industry-standard data transfer methodology, provided it supplies weekly data refreshes to COA, fulfills data security requirements, ensures sound data integrity and continuity, and supports automated data file transfers from Provider to COA.

9.2 Provider data submission methods must fulfill data security requirements and ensure sound data integrity and continuity.

**Deleted:** 9.2 Data file must contain, at a minimum, the following data elements: ¶ Client COA identification number ¶ date/time of event, ¶

**Deleted:** event code (what kind of alert/alarm), ¶

**Deleted:** device issuing alarm, and ¶

**Deleted:** outcome.

**Deleted:** COA reserves the right to request additional data fields. ¶

9.3 Data file must contain, at a minimum, the following data elements:

- a) Client COA identification number
- b) date/time of event,
- c) device issuing alarm, and
- d) summary of actions/outcome.

COA reserves the right to request additional data fields.

## 10.0 EMS PRODUCTS,

### Basic Services

**Landline Voice-** home-based system that provides two-way voice communication with a wearable water-resistant help button (lanyard or wrist-band). Has a speakerphone so client does not have to pick up the phone to speak to an Emergency Response (ER) Center. **Fall Detection capabilities.**

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**Deleted: Code 500-**

**Deleted:** Often these units automatically test on a daily basis.

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**Deleted: EMS**

**Deleted: Code 501: PERS Special-** 24-hour off-site monitoring by means of special devices i.e., Wellness Check-In, Telephone with reminders, etc. (Non-monitored devices are considered Home Medical Equipment.)

**Cellular** - home-based systems that provides two-way communication with a wearable water-resistant help button (lanyard or wristband). Appropriate for clients who have a cell phone instead a landline or do not have a phone. **Fall Detection capabilities.**

**Mobile** - Mobile or on-the-go devices using cellular connections, Wi-Fi and location

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technologies such as GPS. Two way voice through pendant. Water-resistant, lanyard, wristband and belt clip options. Fall Detection capabilities.

**Medication Dispenser (Monitored)-** Medications are monitored by an alert, which is sent to an EMS center, if medications are not taken as prescribed. Live call to client and caregiver (if specified) if compartment is not opened on time. Provider should have a selection of medication dispensers that can accommodate all types of medications and medication packaging. Caregiver must fill medication dispenser.

### Other Programs and Services

Wellness Programs (Social Isolation Reduction calls/Check-in Calls, Health Monitoring).

Boundary Door and Window Contacts

Mobile Smart Watch

Carbon and Smoke Detector

Devices for Hearing Impaired

Special Activation Devices.

Note: Providers should be knowledgeable of technological advances in equipment available in the market over lifespan of contract and present opportunities to COA.

**Deleted: EMS**

**Deleted: Code 510-**

**Deleted:** The EMS center then calls the client to find out why medications were not taken. The Medication Dispenser (Monitored) Code 510 Unit includes the PEMS Code 500 Unit. (Non-monitored devices are considered Home Medical Equipment.)

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**Deleted: EMS Code 501: PERS Special-** 24-hour off-site monitoring by means of special devices i.e., Wellness Check-In, Telephone with reminders, etc. (Non-monitored devices are considered Home Medical Equipment.)

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**Deleted: EMS Alzheimer's Boundary/Special Monitoring-Code 520-** 24-hour off-site monitoring of client movement beyond certain pre-determined boundaries. (Non-monitored devices are considered Home Medical Equipment.)¶

¶  
**EMS Additional Activation Device-Code 530-** Issued as second (2<sup>nd</sup>) activation device in one home, only in conjunction with the basic 500 (PERS) unit, the 540 Unit (Voice Plus) or the 510 (Medication Dispenser - Monitored) unit. May be used for second EMS client in home (additional pendant) OR as special activation device, ex. pillow switch, and puff/sip. (Non-monitored devices are considered Home Medical Equipment)

**Deleted: EMS Remote Speaker-Code 540-** Client can push a button to answer phone calls, as well as to push a button for Emergency Help from an ER Center. This is also called Voice+ or Voice/Remote Answer/Speaker Phone by some Providers.¶

¶  
**Note:** Over the life of the contract, COA anticipates billing code changes. Provider is responsible for ensuring all charges are billed to COA with the correct billing codes.¶

**Deleted: Note:** Providers should be cognizant of the equipment available in the market and bring opportunities to COA. For example some units offer additional features¶ without additional cost like a flashing keypad for hearing impaired persons, large numbers on the phone, and light-up keypads.¶

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¶

**Butler County ESP (Senior Services Levy)**  
**Maximum Reimbursement Rates**  
**Rates as of Feb 1 , 2024**

<b>Service</b>	<b>Cost per</b>	
	<b>Unit</b>	<b>Unit</b>
Adult Day Service - Transportation	44.51	One Way Trip
Adult Day Service - (Enhanced)	66.77	Per 1/2 Day
Consumer Directed Care	3.75	Per 15 min
Electronic Monitoring System - (VTC/Camera)	41.00	Per 1/2 Month
Home Delivered (Mechanically Altered)	12.60	Per Meal
Home Medical Equipment (Lift Chair X-Large)	2,495.00	Per Unit
Home Care Assistance	7.42	Per 15 min
Independent Living Assistance	14.39	Per 15 min
Laundry Service	125.00	Per Day
Overnight Respite	450.00	Per Day

\* Adult Day & ADS Transportation changed effective 10/1/2023

\* Home Delivered Meals change is effective 10/1/2023

**2024 Sliding Fee Scale Effective 4/1/2024**

	1 Person		2 People		3 People		4 People		5 People		6 People	
<i>FPL (100%)</i> >>>	\$ 15,060		\$ 20,440		\$ 25,820		\$ 31,200		\$ 36,580		\$ 41,960	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
<b>0%</b>	\$ -	\$ 1,883	\$ -	\$ 2,555	\$ -	\$ 3,228	\$ -	\$ 3,900	\$ -	\$ 4,573	\$ -	\$ 5,245
<b>5%</b>	\$ 1,884	\$ 2,047	\$ 2,556	\$ 2,778	\$ 3,229	\$ 3,509	\$ 3,901	\$ 4,240	\$ 4,574	\$ 4,971	\$ 5,246	\$ 5,702
<b>10%</b>	\$ 2,048	\$ 2,212	\$ 2,779	\$ 3,003	\$ 3,510	\$ 3,793	\$ 4,241	\$ 4,583	\$ 4,972	\$ 5,374	\$ 5,703	\$ 6,164
<b>15%</b>	\$ 2,213	\$ 2,378	\$ 3,004	\$ 3,227	\$ 3,794	\$ 4,077	\$ 4,584	\$ 4,926	\$ 5,375	\$ 5,776	\$ 6,165	\$ 6,625
<b>20%</b>	\$ 2,379	\$ 2,544	\$ 3,228	\$ 3,452	\$ 4,078	\$ 4,361	\$ 4,927	\$ 5,270	\$ 5,777	\$ 6,178	\$ 6,626	\$ 7,087
<b>25%</b>	\$ 2,545	\$ 2,709	\$ 3,453	\$ 3,677	\$ 4,362	\$ 4,645	\$ 5,271	\$ 5,613	\$ 6,179	\$ 6,581	\$ 7,088	\$ 7,549
<b>30%</b>	\$ 2,710	\$ 2,875	\$ 3,678	\$ 3,902	\$ 4,646	\$ 4,929	\$ 5,614	\$ 5,956	\$ 6,582	\$ 6,983	\$ 7,550	\$ 8,010
<b>35%</b>	\$ 2,876	\$ 3,041	\$ 3,903	\$ 4,127	\$ 4,930	\$ 5,213	\$ 5,957	\$ 6,299	\$ 6,984	\$ 7,386	\$ 8,011	\$ 8,472
<b>40%</b>	\$ 3,042	\$ 3,206	\$ 4,128	\$ 4,352	\$ 5,214	\$ 5,497	\$ 6,300	\$ 6,642	\$ 7,387	\$ 7,788	\$ 8,473	\$ 8,933
<b>45%</b>	\$ 3,207	\$ 3,372	\$ 4,353	\$ 4,577	\$ 5,498	\$ 5,781	\$ 6,643	\$ 6,986	\$ 7,789	\$ 8,190	\$ 8,934	\$ 9,395
<b>50%</b>	\$ 3,373	\$ 3,538	\$ 4,578	\$ 4,801	\$ 5,782	\$ 6,065	\$ 6,987	\$ 7,329	\$ 8,191	\$ 8,593	\$ 9,396	\$ 9,856
<b>55%</b>	\$ 3,539	\$ 3,703	\$ 4,802	\$ 5,026	\$ 6,066	\$ 6,349	\$ 7,330	\$ 7,672	\$ 8,594	\$ 8,995	\$ 9,857	\$ 10,318
<b>60%</b>	\$ 3,704	\$ 3,869	\$ 5,027	\$ 5,251	\$ 6,350	\$ 6,633	\$ 7,673	\$ 8,015	\$ 8,996	\$ 9,397	\$ 10,319	\$ 10,780
<b>65%</b>	\$ 3,870	\$ 4,035	\$ 5,252	\$ 5,476	\$ 6,634	\$ 6,917	\$ 8,016	\$ 8,358	\$ 9,398	\$ 9,800	\$ 10,781	\$ 11,241
<b>70%</b>	\$ 4,036	\$ 4,200	\$ 5,477	\$ 5,701	\$ 6,918	\$ 7,201	\$ 8,359	\$ 8,702	\$ 9,801	\$ 10,202	\$ 11,242	\$ 11,703
<b>75%</b>	\$ 4,201	\$ 4,366	\$ 5,702	\$ 5,926	\$ 7,202	\$ 7,485	\$ 8,703	\$ 9,045	\$ 10,203	\$ 10,605	\$ 11,704	\$ 12,164
<b>80%</b>	\$ 4,367	\$ 4,532	\$ 5,927	\$ 6,150	\$ 7,486	\$ 7,769	\$ 9,046	\$ 9,388	\$ 10,606	\$ 11,007	\$ 12,165	\$ 12,626
<b>85%</b>	\$ 4,533	\$ 4,697	\$ 6,151	\$ 6,375	\$ 7,770	\$ 8,053	\$ 9,389	\$ 9,731	\$ 11,008	\$ 11,409	\$ 12,627	\$ 13,087
<b>90%</b>	\$ 4,698	\$ 4,863	\$ 6,376	\$ 6,600	\$ 8,054	\$ 8,337	\$ 9,732	\$ 10,074	\$ 11,410	\$ 11,812	\$ 13,088	\$ 13,549
<b>95%</b>	\$ 4,864	\$ 5,029	\$ 6,601	\$ 6,825	\$ 8,338	\$ 8,621	\$ 10,075	\$ 10,418	\$ 11,813	\$ 12,214	\$ 13,550	\$ 14,010
<b>100%</b>	\$ 5,030	\$ 5,194	\$ 6,826	\$ 7,050	\$ 8,622	\$ 8,905	\$ 10,419	\$ 10,761	\$ 12,215	\$ 12,616	\$ 14,011	\$ 14,472

# **Butler County Elderly Services Program**

**2024**

## **CONFLICT OF INTEREST POLICY**

### **INTRODUCTION**

This policy shall apply to the Butler 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 Butler County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Butler 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 Butler 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 Butler 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 Butler 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**

Butler County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Butler 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 Butler 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 Butler County Elderly Services Program without full disclosure to Butler County Elderly Services Advisory Council.

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

## **EXCEPTIONS**

1. Upon disclosure of any violation of these standards, Butler 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 Butler County Elderly Services Program Advisory Council. Must be completed by each Butler 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 Butler County Elderly Services Advisory Council)*

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

\_\_\_\_\_ I have received and read the "Conflict of Interest" policy of the Butler County Elderly Services Program and disclose the following:

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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 Butler 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 Butler County Elderly Services Advisory Council itself;
2. You are a member of Butler 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 Butler County Elderly Services Program;
5. You have a personal interest in a matter before Butler 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 Butler County Elderly Services Program.





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[www.help4seniors.org](http://www.help4seniors.org)

### **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: \_\_\_\_\_