

# AGENDA

## WCESP Advisory Council Meeting

June 8, 2022, at 9:30 am – 11:00 am

406 Justice Drive, Lebanon OH 45036 – Room 350

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m6c39585725a071a2444d25faf9adb3f0>

Meeting number: 2338 158 2731

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<b>CALL TO ORDER / WELCOME</b>	Dave Gully
<b>APPROVAL OF MINUTES</b> ❖ March 2, 2022, Minutes (Action Needed)	Dave Gully
<b>QUARTERLY REPORTS</b> ❖ Adult Protective Services ❖ Program Dashboard & Financial Report  ❖ Provider Network Report - Rate Increases & Inflation - Maximum Reimbursement Rates ❖ Provider Quality Report ❖ Market Penetration & Five Year Levy Projections	Kimberly Frick Ken Wilson & Carl McCullough Lisa Portune  Lisa Portune Ken Wilson
<b>OLD BUSINESS</b> ❖ Medicare Advantage Plan Update ❖ AddnAide Home Health Aide App Update ○ Consumer Directed Care Service Specification Changes (Action Needed)	Kate Laubenthal Kate Laubenthal & Paula Smith
<b>NEW BUSINESS</b> ❖ Laundry Delivery Services/Happy Nest (Action Needed) ❖ Annual Report ❖ Area Plan ❖ Advisory Council Meeting Feedback Survey Results ❖ Advisory Council Meeting Schedule	Stephanie Seyfried Paula Smith Ken Wilson Dave Gully Tiffany Zindel
<b>HEARING THE PUBLIC</b>	Dave Gully
<b>ADJOURNMENT</b>	Dave Gully

### NEXT MEETING

September 14, 2022

**MINUTES**  
**WCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, MARCH 2, 2022 @ 9:30 A.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>
Chris Ellis Don Juszczyk John Lazares Matt Nolan Tiffany Zindel	Suzanne Burke Carl McCullough Lisa Portune Monica Schulze Ken Wilson Natasha Wuebker	Annie Droege, WCCS Dawn Fogarty, WCCS Kimberly Frick, WC APS Konnie Hansen, WCCS
<b><i>Excused:</i></b>	<b><i>Facilitator:</i></b>	<b><i>Scribe:</i></b>
Dave Gully	Matt Nolan	Heather Junker
<b><i>Absent:</i></b>		

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**CALL TO ORDER**

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The March 2, 2022, meeting of the WCESP Advisory Council was called to order by Matt Nolan at 9:32 a.m.

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**APPROVAL OF MINUTES**

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Matt Nolan asked for approval of the minutes from the December 8, 2021, meeting of the WCESP Advisory Council.

**Motion:** Don Juszczyk made a motion to approve the minutes as presented.

**Second:** Tiffany Zindel seconded the motion.

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

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**QUARTERLY REPORTS**

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***Adult Protective Services***

Kimberly Frick gave an update on Warren County Adult Protective Services. They had 29 referrals in December, 40 referrals in January, and 40 referrals in February. There has been a big increase in mental health and self-neglect referrals. Tiffany asked how those numbers compare from 2020 to 2021. Kim explained those cases were more around exploitation. Tiffany asked if the numbers are around the same. Kim explained that the referral numbers have increased. Matt asked if there was a common mental health diagnosis with these referrals. Kim explained that there wasn't but that it's more adults who don't want to go to the doctor and that aren't taking their medications. Tiffany asked if they weren't going to the doctor because they were afraid of COVID. Kim explained the individuals aren't really saying why they aren't going to the doctor.

## ***Program Dashboard & Financial Report***

Ken reviewed the Program Dashboard. There were 1,815 clients at the end of the fourth quarter, which was an increase of 3.5% over the last year. It's been a while since the program has seen this much growth, although it's not surprising given the population growth in the county. Fast Track Home is a new referral process in place which may be a contributing factor to the growth. Ken also added that the growth in Warren County is more impressive than the growth in Butler and Hamilton County last year. In 2020 when the pandemic first hit, all of the counties saw growth and then it waned off in 2021 with the exception of Warren County. There were 186 new enrollments and 170 disenrollments with the top reason being deceased followed by needs otherwise met.

The average cost per client per month was steady at \$315. Home Care Assistance continues to decline as less seniors are able to receive the service due to home health aide shortages.

Fast Track Home had 36 new enrollments and just under half of those went on to ESP for ongoing services after the 60 days. A notable change was that a higher number of referrals came from skilled nursing facilities. The length of stay on the program was an average of 47 days. Home delivered meals, electronic monitoring systems, and home medical equipment were the top services.

The average number of days from the intake call to enrollment was nine days. A change was made to the report on how home care workforce data is tracked. This gives better insight as to what's going on with seniors who need home care. There were 664 clients on the program that needed home care services and 127 of those could not be matched with a provider. Tiffany asked if the reason they couldn't be matched was geographical and if it was similar to other counties. Ken explained that its workforce issues all over the county. There are some geographical variances that are more difficult to staff. Tiffany then asked if the numbers were similar to Butler and Hamilton County. Ken advised that they are very similar to Butler County, but Hamilton County is faring slightly better. New data points show that it took an average of 49 days to find someone a provider. For clients who haven't been matched with a provider, it's been 121 days and counting. Tiffany asked if Consumer Directed Care was helping at all. Ken advised that it was helping some but not enough. He added that there are some changes with Consumer Directed Care coming later this year which he is excited about, and they will discuss later on the agenda. Satisfaction scores are still good for those who have home care in place.

Carl reviewed the Financial Report. Looking at the amount of spending from the levy through the 4<sup>th</sup> quarter, the program needed \$6.3 million dollars from tax levy appropriations. Compared to the budgeted amount of \$7.3 million, the program is \$1 million under budget for the year. The program has also received \$772,000 from other funding sources such as Cares Act, Title III funding, state, and client copays this program year.

The total amount of expenses at the end of the 4<sup>th</sup> quarter was \$7 million. Compared to the budget, which is \$8 million, the program finished the year under budget by \$962,000.

Looking only at purchase services, the program incurred \$4.9 million in the services listed above. Compared to the budgeted amount of \$5.8 million, the program is under budget by \$832,000.

Home Care Services finished the year \$555,00 under budget. As previously discussed, there have been challenges finding workers for new clients to start services. Adult Day did not have any activity for the year. This was due to COVID and the search for staff to reopen the program at Otterbein. Lastly, there

was an increase in the Consumer Directed Care program. This is good news because this allows clients to receive services while the problem with placing new clients looking to receive Home Care Services continues.

The census at the end of the 4<sup>th</sup> quarter was 1,815, which is lower than the budget by 67 clients.

Matt asked what the carryover at the end of the year would be. Carl advised that he did not have that report handy, but he would get it for them.

**Action:** Carl to get the projected carryover amount for the end of the year.

**After Meeting Follow Up:** Heather sent the carryover amounts to each Advisory Council member via email.

### ***Provider Network Report***

Lisa provided an overview of the Provider Network Report. The Ohio Department of Health is still working to get PPE to providers that are in need. They have a link where providers can request PPE directly and have it shipped to them.

COA extended the contract with Acumen through June to allow for a smooth transfer of the Fiscal Intermediary services over to Palco. This will allow for a clean transfer of clients over to the Palco system. Palco will also provide services for the Addnaide app that will be rolling out in June. The app will allow COA to expand the Consumer Directed Care services. CDC as it runs now, means that a client is finding the person to provide them with home care services. The application will allow for aides to put their name into the app with their own schedules, and COA can then match them with clients. The client can talk with the aide to see if they like them. If they do, the aide can then get approved and do the background check through the app.

There are no updates with Adult Day Services. Otterbein remains closed. Congregate meals experienced some staffing challenges due to illness and alternative meals options were offered in that area.

Monica will be discussing ILA later on the agenda.

There were no changes with transportation.

The Senior Farmers Market is starting to get off the ground for this year.

Guardian Medical Monitoring signed a new two year contract with no increase. They also completed all of the 3G upgrades.

The structural compliance reviews are running timely.

The 2022 RFP schedule includes catering, minor home mods, and ILA.

Lastly, they are capacity issues with homecare, adult day, and ILA. Ken added that the capacity identification is a new part of the contract which would allow COA to waive competitive bidding in order

to recruit new providers. Matt asked if there would not be a competitive bid for those services then. Ken advised they are doing a competitive bid for ILA and competitive bidding was already done for the other two. What this allows is if there continues to be capacity issues, COA can go out and recruit other providers. Tiffany clarified they would do this instead of putting the RFP back out. Ken advised that was correct. Tiffany asked when the other RFPs are due to go back out. Ken informed that he believes Adult Day goes back out in 2023 and home care assistance was just completed. Chris Ellis expressed that he doesn't think adding more providers is going to do anything as they are all out there competing with the same workforce. It's beyond just competing with other home health agencies, but also other companies who pay well above minimum wage to start. Matt asks if a provider who is added outside of the RFP process get a higher rate than those that won the RFP to begin with. Ken explained that they offer the same rates that were already competitively bid. He added that the issue is there are companies out there who do not respond to the RFP unless they are asked. Ken does not think this is a wholesale fix, but they have seen marginal improvement in other counties where this has been done.

**Motion:** Tiffany Zindel made a motion to approve recruiting new providers without a competitive bid.

**Second:** Matt Nolan seconded the motion.

**Action:** Four out of five council members present approved this motion with Chris Ellis abstaining.

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## OLD BUSINESS

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Matt discussed the Family Visitors Program that was brought up at the last meeting. Matt and Don serve on the Warren County Community Services Board, and they took this discussion to them. Matt gathered it was a program started by this group and then taken over by WCCS. Ken advised that he doesn't remember ESP ever funding it. Konnie explained that The Health Plan Foundation started it in 2011 with a grant.

Matt's thought was to shift the program and use ESP funding if possible and have Warren County Community Services be the provider. He doesn't know exactly what the process would look like but like Kim said earlier, there is a problem, and it seems like a cheap, easy way to help the senior community. Matt asked Konnie if she would talk about what they envision the program looking like. Konnie explained there is already a program in place- the Retired Senior Volunteer Program (RSVP), and they are currently recruiting volunteers. At the last meeting, it was discussed to revamp that program with training new volunteers and completing background checks. The training would be around reporting, communication skills, and supporting those individuals in their homes. Once they are trained, they would be matched with an ESP client. They are proposing to start next month with APS clients first. In the assessments that the care managers complete, there are some questions around social isolation. They are asking the BI department at COA to pull a report to get a list of the clients that are identified as socially isolated. They would then target those individuals as a secondary. Volunteers would go through training and go to the home every month or make telephonic visits.

Tiffany inquired as to what the ask was. Matt stated the ask is to fund background checks at a minimum. Preferably to hire a part time volunteer coordinator with the big ask being to hire a full time person.

Annie explained that the reason they want it outside of the RSVP program is because the current program is hindered as they can only have volunteers who are 55 and older. She knows there is a strong need in the community to want to volunteer and a large group of them are not 55 or older. Tiffany

asked if they have prepared a budget. Annie explained that each background check costs \$35, the salary for a part time person would be \$12,000 a year and the salary for a full time person would be between \$40,000 and \$50,000 a year. She added that they would like to match beyond companionship such as brining groups in to rake leaves or cut hair.

Ken expressed there could be some options to weigh on how to structure, and offered to come back with some options. For example, it could be a direct subsidy from the levy, a service through ESP or they can explore if there is any federal money available for it. Ken advised that social isolation is definitely a need and COA may have access to Federal funding to address social isolation needs because this issue is receiving a lot of attention at the state and federal level. Tiffany advised she supports having a full time volunteer coordinator. Matt stated they can always start and then if they find federal money for the program, shift it over later.

**Motion:** John Lazares made a motion to approve hiring a full time volunteer coordinator with expenses not exceeding \$60,000.

**Second:** Tiffany Zindel seconded the motion.

**Action:** Hiring a full time volunteer coordinator with expenses not to exceed \$60,000 was approved by three out five members of the council with Matt Nolan and Don Juszczuk abstaining.

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## NEW BUSINESS

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### *Independent Living Assistance Service Specification Changes*

Monica reviewed the Independent Living Assistance Service Specification changes (**please see handout**). The RFP for ILA last went out in July of 2019. That resulted in a contract with four different providers. Central Connections and Partners in Prime both held a presence in the county with Central Connections in one zone and Partners in Prime in two zones. Partners in Prime now holds 100% of the market share and effective today, they terminated their contract due to lack of staff. COA did reach out to Central Connections who have hired staff and extended their contract to cover both zones. They were able to absorb the additional 39 clients from Partners in Prime.

**Motion:** Chris Ellis made a motion to approve the Independent Living Assistance Service Specification Changes.

**Second:** Tiffany Zindel seconded the motion.

**Action:** The Independent Living Assistance Service Specification Changes were unanimously approved.

### *Secretary Nomination*

Matt nominated Tiffany Zindel as secretary of the Advisory Council.

**Motion:** Matt Nolan made a motion to nominate Tiffany Zindel as the new secretary.

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

**Action:** Tiffany Zindel was unanimously approved as the new secretary of the Advisory Council.

Matt brought up that they do need another Advisory Council member to replace Chuck. Tiffany advised the person needs to be at least 65 years of age and in the non-profit social services sector.

## ***Updated Sliding Fee Scale***

Ken gave a brief overview of the Updated Sliding Fee Scale. This is updated yearly based on the poverty guidelines and it determines client copays.

## ***Conflict of Interest Forms/Confidentiality Policy***

Matt reminded everyone that the Conflict of Interest form and Confidentiality Policy were in their packets. Heather asked for the individuals attending the meeting in person to fill them out before they left. Heather also advised those attending virtually or absent would be sent the forms via DocuSign to sign and send back.

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## **HEARING THE PUBLIC**

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

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## **ADJOURNMENT**

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With no further business to discuss, Matt called for a motion to adjourn the meeting.

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

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

**Action:** It was unanimously agreed to adjourn at 10:31 a.m.

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## **NEXT MEETING**

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June 8, 2022



**Warren County ESP  
Program and Financial Report  
Quarter 1, 2022 (Jan. - Mar. 2022)**

## Highlighted Findings

### 1. Census Trends

- A. Compared to last year (Quarter 1, 2021), census increased by 23 clients (from 1,793 to 1,816) or 1.28%.
- B. Compared to last Quarter (Quarter 4, 2021), census increased by 1 (from 1,815 to 1,816) or .06%.

### 2. Fast Track Home Census Trends

- A. Average length of stay increased by 6 days to 53 days compared to Quarter 4, 2021 (from 47 to 53).
- B. New Enrollments decreased by 8 from Quarter 4, 2021 to Quarter 1, 2022 (from 36 to 28).
- C. Total clients who transferred into ESP from FTH decreased by 5 from Quarter 4, 2021 (from 18 to 13).

### 3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$6.7 million through the first quarter, as compared to the budgeted amount of \$7.1 million. The variance is under budget by \$448,374 or 6.3%.
- B. Total Expenses: The projected expenses incurred through the first quarter is \$7.4 million as compared to \$7.7 million in the budget. The variance is under budget by \$286,745 or 3.7%.
- C. Purchase Services: The expenses for in home services were lower by \$53,391 or 1% as compared to budget.

**Quarter-End Census by Program**

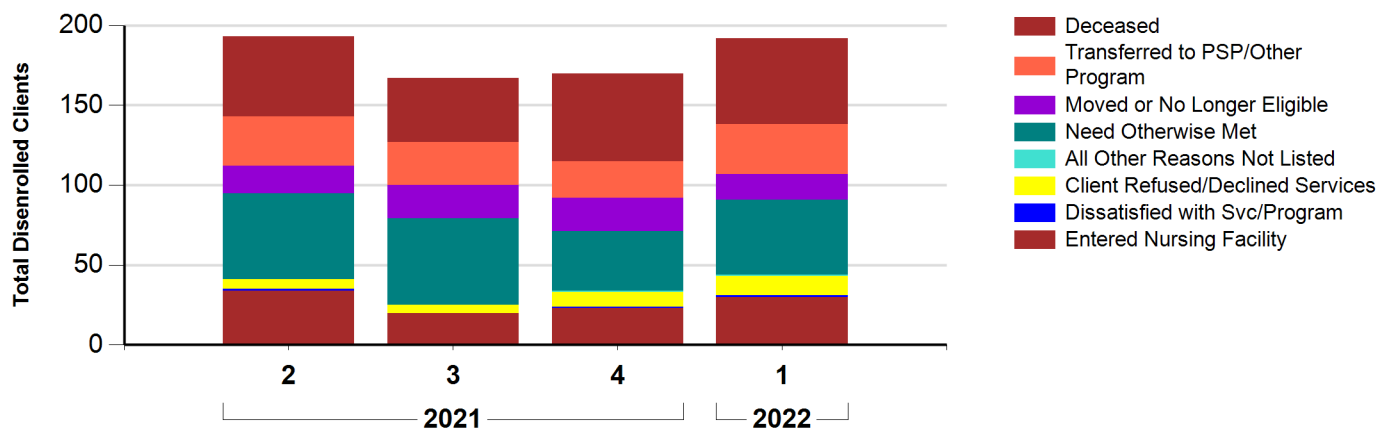
Year	2021			2022
Quarter	2	3	4	1
<b>ESP</b>	<b>1,760</b>	<b>1,796</b>	<b>1,815</b>	<b>1,816</b>
<b>FTH</b>	<b>34</b>	<b>20</b>	<b>18</b>	<b>17</b>
<b>Medicaid Programs</b>	<b>366</b>	<b>380</b>	<b>392</b>	<b>426</b>
Passport	46	44	53	54
Assisted Living	47	43	45	44
Molina	99	108	111	114
Aetna	174	185	183	214

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

Year	2021			2022
Quarter	2	3	4	1
Quarter-End Census	1,760	1,796	1,815	1,816
New Enrollments	160	201	186	180
Disenrollments	193	167	170	192

**Disenrollment Outcomes**

Year	2021			2022
Quarter	2	3	4	1
Deceased	50	40	55	54
Transferred to PSP/Other Program	31	27	23	31
Moved or No Longer Eligible	17	21	21	16
Need Otherwise Met	54	54	37	47
All Other Reasons Not Listed	0	0	1	1
Client Refused/Declined Services	6	5	9	12
Dissatisfied with Svc/Program	1	0	1	1
Entered Nursing Facility	34	20	23	30
<b>Total</b>	<b>193</b>	<b>167</b>	<b>170</b>	<b>192</b>



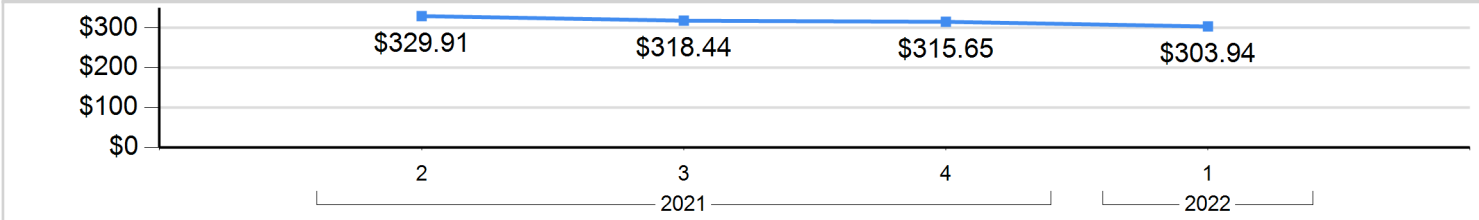
<sup>1</sup> Q4 '20 - Q3 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.

# Warren County ESP

Quarter 1, 2022 (Jan - Mar. 2022)

## TRADITIONAL ESP SERVICE TRENDS

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



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

Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	53	55	51	65
Electronic Monitoring	1,092	1,081	1,109	1,081
Home Care Assistance	755	714	676	614
Home Delivered Meals	948	909	922	936
Home Medical Equipment	18	14	21	19
Medical Transportation	128	141	134	129
Other Services	84	82	87	77
<b>All Services (Unduplicated)</b>	<b>1,947</b>	<b>1,967</b>	<b>1,987</b>	<b>2,001</b>

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

Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	4,855	4,773	4,859	5,126
Electronic Monitoring	3,387	3,350	3,404	3,327
Home Care Assistance	20,177	17,143	18,875	15,037
Home Delivered Meals	61,380	58,826	59,684	58,673
Home Medical Equipment	20	14	22	23
Medical Transportation	1,170	1,237	1,286	1,294
Other Services	232	207	170	136

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

Year	2021			2022
Quarter	2	3	4	1
Consumer Directed Care	\$69,902	\$68,895	\$68,961	\$69,094
Electronic Monitoring	\$61,794	\$61,679	\$63,019	\$41,878
Home Care Assistance	\$519,907	\$460,464	\$534,959	\$394,660
Home Delivered Meals	\$469,401	\$505,829	\$415,024	\$458,892
Medical Transportation	\$67,455	\$72,511	\$79,651	\$75,303
Other Services	\$56,018	\$63,021	\$73,138	\$78,446
<b>All Services</b>	<b>\$1,244,476</b>	<b>\$1,232,400</b>	<b>\$1,234,751</b>	<b>\$1,118,273</b>

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

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

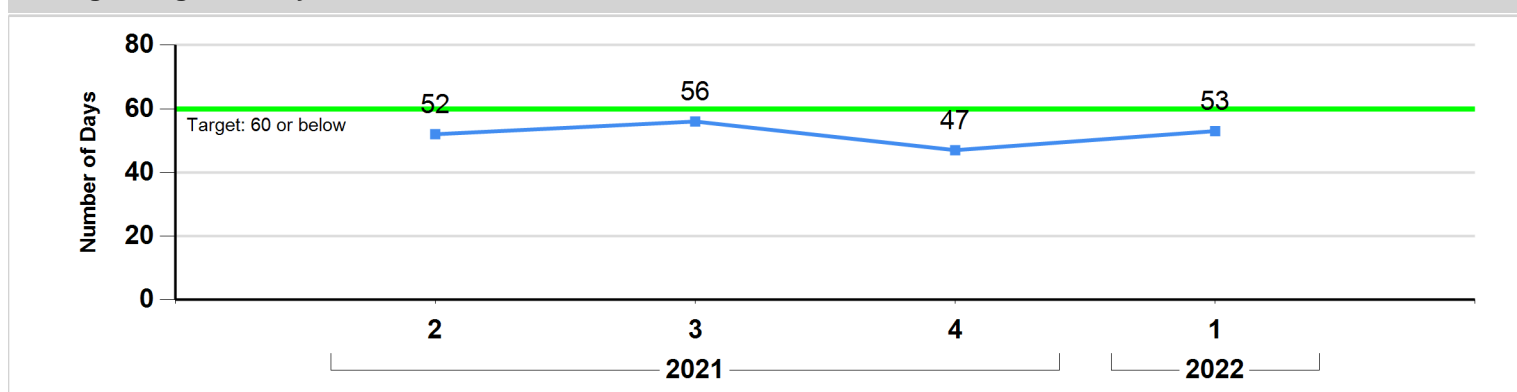
**Total Clients Served, New Enrollments, Disenrollments**

	2021			2022
	Quarter 2	Quarter 3	Quarter 4	Quarter 1
New Enrollments	48	35	36	28
Disenrollments	35	49	37	30
Clients Transferred to ESP	14	27	18	13
	40.00%	55.10%	48.65%	43.33%

**Enrollment by Setting**

	2021			2022
Enrollment Setting	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Community	2	0	2	1
Clinton Memorial Hospital	0	0	1	0
Mercy Hospital Network	1	0	0	0
Premier Health Atrium	2	1	0	1
The Christ Hospital	1	2	0	0
TriHealth Hospital Network	10	6	3	3
University of Cincinnati Hospital Network	4	3	1	2
Other Hospital	1	5	1	2
Skilled Nursing Facilities	7	7	15	8
Rehabilitation Facilities	11	6	3	4
Not Captured	4	1	1	4
<b>Total</b>	<b>43</b>	<b>31</b>	<b>27</b>	<b>25</b>

**Average Length of Stay**



**Warren County ESP FTH**  
**Quarter 1, 2022 (Jan. - Mar. 2022)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2021			2022
Quarter	2	3	4	1
Electronic Monitoring	23	20	14	9
Home Care Assistance	13	9	5	2
Home Delivered Meals	28	32	32	25
Home Medical Equipment	18	11	14	11
Home Modification	7	6	4	11
Medical Transportation	0	8	0	0
Transportation	0	0	7	4
<b>All Services (Unduplicated)</b>	<b>59</b>	<b>52</b>	<b>47</b>	<b>34</b>

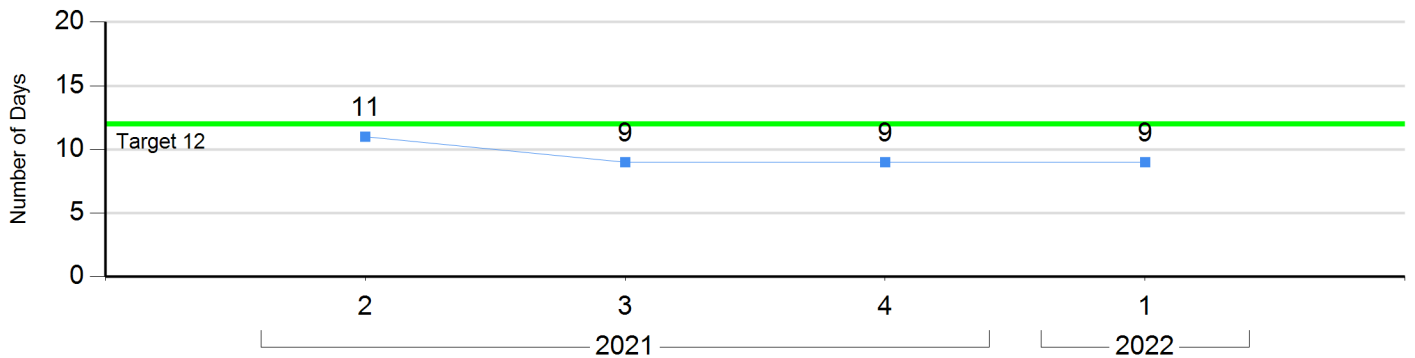
**Units Billed by Service Group** *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2021			2022
Quarter	2	3	4	1
Electronic Monitoring	34	28	23	16
Home Care Assistance	90	62	57	14
Home Delivered Meals	797	1,122	980	672
Home Medical Equipment	24	20	26	20
Home Modification	7	6	4	11
Medical Transportation	0	71	0	0
Transportation	0	0	40	10

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

Year	2021			2022
Quarter	2	3	4	1
Electronic Monitoring	\$799	\$640	\$463	\$336
Home Care Assistance	\$2,193	\$1,499	\$1,359	\$326
Home Delivered Meals	\$6,071	\$8,498	\$7,646	\$5,201
Home Medical Equipment	\$1,760	\$1,315	\$3,619	\$3,511
Home Modification	\$2,900	\$3,611	\$2,282	\$4,625
Medical Transportation	\$0	\$3,947	\$0	\$0
Transportation	\$0	\$0	\$2,516	\$580
<b>All Services</b>	<b>\$13,724</b>	<b>\$19,510</b>	<b>\$17,885</b>	<b>\$14,579</b>

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



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients Needing HomeCare	# of Clients on Waitinglist	% of Clients Not Matched with a Provider	Avg. # of Days To Match Client with a Provider	Avg. # of Days on Waitinglist
2021	4	664	127	19%	49	121
2022	1	649	133	20%	32	184
2021						
2022						

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

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	99.07%	98.11%	98.21%	98.83%
Good Choice of Meals Available	97.69%	95.14%	94.64%	97.42%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	98.88%	98.95%	98.38%	96.07%
Service Returns Client Home Promptly	100.00%	98.48%	97.06%	94.94%

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

Year	2021			2022
Quarter	2	3	4	1
Overall Satisfaction	93.35%	92.41%	91.62%	92.21%
Aide is Dependable	90.39%	91.67%	91.60%	89.08%

# Warren County ESP

Quarter 1, 2022 (Jan. - Mar. 2022)

**FINANCIALS: based on actual revenue & expenses as of March 31, 2022<sup>1</sup>**

	Projected	Annual Budget	Budget Variance	% Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$6,691,728	\$7,140,101	(\$448,374)	-6.3%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	166,730	46,150	120,580	261.3%
Title III E - Caregiver Support	124,459	109,941	14,518	13.2%
Nutrition Services Incentive Program (NSIP)	201,617	196,967	4,650	2.4%
Grant for Pilot Program	0	0	0	0.0%
<b>State Funding</b>				
Alzheimer's	3,680	2,927	753	25.7%
Senior Community Services (SCS)	17,353	36,166	(18,813)	-52.0%
<b>Interest</b>				
Earned	77	250	(173)	-69.1%
<b>Client Contributions</b>				
Client Donations	27,933	23,018	4,915	21.4%
Co-Pays Received	136,991	101,792	35,199	34.6%
<b>Total Revenue</b>	<b>\$7,370,567</b>	<b>\$7,657,312</b>	<b>(\$286,745)</b>	<b>-3.7%</b>
<b>Expenses</b>				
<b>Operational Expenses</b>				
COA Administrative	\$451,083	\$467,348	\$16,265	3.5%
Intake & Assessment	90,600	96,021	5,421	5.6%
Care Management	1,506,293	1,441,169	(65,124)	-4.5%
Fast Track Case Mgmt Pilot Program	159,582	436,374	276,792	63.4%
<b>Total Operational Expenses</b>	<b>\$2,207,558</b>	<b>\$2,440,912</b>	<b>\$233,354</b>	<b>9.6%</b>
<b>Purchased Services</b>				
Home Care Services	\$1,652,452	\$2,149,947	\$497,495	23.1%
Independent Living	22,639	49,480	26,841	54.2%
Electronic Monitoring	249,487	257,929	8,442	3.3%
Minor Home Modifications	263,751	139,124	(124,627)	-89.6%
Major Housecleaning	9,800	4,419	(5,381)	-121.8%
Pest Control	9,046	4,079	(4,967)	-121.8%
Home Medical Equipment	58,578	70,722	12,144	17.2%
Home Delivered Meals	2,186,183	2,003,373	(182,809)	-9.1%
Adult Day Service	61,826	4,481	(57,345)	-1279.8%
Adult Day Transportation	11,320	13,466	2,146	15.9%
Medical Transportation	308,612	293,096	(15,516)	-5.3%
Consumer Directed Care	329,316	226,284	(103,032)	-45.5%
<b>Gross Purchased Services</b>	<b>\$5,163,009</b>	<b>\$5,216,400</b>	<b>\$53,391</b>	<b>1.0%</b>
<b>Gross Program Expenses</b>	<b>\$7,370,567</b>	<b>\$7,657,312</b>	<b>\$286,745</b>	<b>3.7%</b>
<b>Client Census</b>	<b>1,799</b>	<b>1,715</b>	<b>84</b>	<b>4.9%</b>
<b>Cost of Services per Client</b>	<b>231.75</b>	<b>233.76</b>	<b>2.01</b>	<b>0.9%</b>

\* 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, Eviction, Health/Safety, and Unable to Meet Client Need.
  - 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
  - 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

## 2. Service Trends

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

## 3. FTH Census Trends

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

## 4. FTH Service Trends

- A. Other Services includes Pest Control.

## 5. Unit of Measure Descriptions by Service

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

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

## Warren County Provider Network Report May 2022

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

Palco was selected to be our new FMS provider for CDC.

The transition process is underway.

We are actively working with Acumen to transition existing clients to Palco.

The transition of this service is large and will take several months to complete.

Our goal is to have all CDC clients transitioned to Palco by the end of June 2022.

Palco will be fully ready to accept all CDC clients by June 16, 2022.

A new CDC service specification was developed to reflect the changes in the service.

### **Adult Day and Senior Center Operations**

Otterbein Lebanon Adult Day plans to re-open on Monday, June 6, 2022.

741 Senior Center and 4 Congregate meal sites are open and providing meals M-F. Staffing challenges continue but have decreased. Alternate meal options are offered when a site is unable to service in person.

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

Independent Living Assistance (ILA) will have two providers to cover the service, Central Connections and Warming Hearts.

Central Connections is an existing ILA provider and will continue to cover all zones in the county.

Warming Hearts is a new provider to ILA. They are in the process of completing their precertification review. Once the precertification review is completed, they will be scheduled for CareDirector training. CareDirector training for Warming Hearts is scheduled for May 25, 2022. After they have completed their training, they will be ready to accept referrals. They will cover all zones in the county.

We have awarded Warming Hearts a provisional contract for the first year. Closer monitoring and education will be given during this time.

Both Central Connections and Warming Hearts have the capacity to start accepting new referrals.

Warren County		
Provider Name	County	Zones
Central Connections	Warren	North and South
Warming Hearts	Warren	North and South

## Transportation

No changes from the previous report.

## Modernization of Home Delivered Meals and Congregate Meal Programs

COA is working with the Livewell Collaborative this summer to develop a roadmap for modernizing our Congregate and Home Delivered Meal programs. The objectives include evaluation of the existing HDM and Congregate meal programs, identifying new opportunities to improve the program and/or create new services, create, and refine service specifications, and to develop implementation strategies. Staff from COA, Meal Providers, and Clients receiving meal services, are some of the groups that will participate in the project. The Livewell Collaborative is made up of students and faculty from UC. Multidisciplinary teams utilize a design thinking approach in their research, translating into desired solutions that meet the complexities of living well across the lifespan.

## Senior Farmers Market Nutrition Program

Applications became available April 1, 2022. They can be found on the COA website under the Programs & Services tab to print and mail in or complete online. Applications have also been distributed to community partners. They will be accepted until Sept 15<sup>th</sup> or when we run out of coupons. The first batch of coupon packets were sent out by the end of May. Markets will begin to accept coupons in June. Participating markets in Warren County include Deerfield Farmers Market, Pleasant Plain Farm Market, and Bloom and Berries. Participants are also welcome to visit any of the markets in our 5 county area that are approved to accept coupons.

## Electronic Monitoring Systems – Cellular Equipment Upgrade Complete

Guardian completed the 3G equipment upgrade and acknowledged the work of LaTricia Long in Provider Services and the Care Management staff which aided in their success.

## 2022 Provider Monthly Relief Payments

Due to the downstream effects of the global pandemic on the economy it is necessary to readjust the provider rates. Each of the various services within the Elderly Services provider network has experienced unprecedented increases in expenditures. Rate increases are being provided as monthly relief payments to providers based on the number of clients served. To determine the percentage of rate increases, COA performed detailed cost analysis for each service. It is unclear if these increases will be temporary or

will become the new contracted rates, but at this time these increases will be in effect until 9/30/22.

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

### WARREN COUNTY ESP STRUCTURAL COMPLIANCE REVIEW SCHEDULE - 2022

(please find below the list of Warren County Providers of ESP Services and the Tentative dates for annual review for 2022.

Warren County ESP Providers	Review Type	Review Tentative Date
A Miracle Home Care (formerly V & N Services, Inc.)	Annual	Sept-22
Active Day (Cincinnati location only)	Annual	Jun-22
Always There Homecare	Annual	May-22
Bayley Adult Day	Annual	Oct-22
Central Connections	Annual	Jan-22
Helping Hands Healthcare, Inc.	Annual	Dec-22
Home Care by Blackstone	Annual	Apr-22
Home Care Network	Annual	Oct-22
Home First Non-Medical	Annual	Jun-22
Interim HomeStyles of Greater Cincinnati	Annual	Oct-22
LCD Home Health Agency	Annual	Oct-22
Mayerson JCC	Annual	Apr-22
Meda-Care Transportation	Annual	Aug-22
MedAdapt Ltd.	Annual	Jun-22
Nova Home Care Company	Annual	Nov-22
Otterbein Lebanon Adult Day Service	Annual	n/a
Oxford Seniors Community Adult Day Service	Annual	Apr-22
Oxford Senior Center	Annual	Apr-22
People Working Cooperatively	Annual	Apr-22
Prime Home Care	Annual	Feb-22
Senior Deserved Day	Annual	closed
Senior Helpers of Greater Cincinnati	Annual	Oct-22
Universal Transportation Systems (UTS)	Biennial	Mar-23
Warren County Care Management	Annual	Mar-22

## 2022 Draft Request for Proposal (RFP) Schedule

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

- Catering
- Homemaking and Personal Care/Respite (Clinton County only)
- Minor Home Modification & Repair
- Independent Living Assistance – (Butler, Hamilton, & Warren Counties only) – completed in Quarter Two.

The RFP evaluations will have 4 categories:

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

# Inflationary Rate Increases for Contracted Service Providers

**May 2022**

Inflation and workforce shortages are having a significant impact on the cost of delivering services by ESP's contracted provider network. The impacts of inflation differ by service types. For example, home delivered meals is being impacted by the trifecta of rapid cost increases in food, fuel and staffing. On the other hand, electronic monitoring systems have not seen an impact on cost or capacity. Historically, we have seen 1-2% annual inflation, and our multi-year contracts have increases built in at those levels, not double-digit increases like we are experiencing this year. It is unclear how long the high inflation will last, and if some of the increases will be temporary vs. long term. COA evaluated the different service areas, talked with provider staff and investigated the details of the cost pressures they have been experiencing. For example, we had one of our largest home delivered meal providers pull invoices from last year and compare them to this year. Here are some examples of common expenses and the inflationary impact on the home delivered meal service:

Change in supplier cost between 2021 and 2022:

- Fruit Cup Diced Pears: +44% (\$20.14 - \$28.94)
- Sliced Turkey: +64% (\$61.54 – \$100.81)
- Chicken Breast Strip: +29% (\$28.41 - \$36.52)
- Beef Pot Roast: +48% (\$5.07 – \$7.50)
- Vegetable blend Italian +19% (\$37.68 - \$45.02)
- Fudge Cookies +62% (\$25.02 - \$40.64)
- Black Plastic Tray +21% (\$106.92 - \$129.00)
- Fuel +39% (\$2.93 - \$4.07)
- Staff Wages +25% (\$12.00 - \$15.00)
- Lead Staff Wages +39% (\$13.00 - \$17.00)

We are structuring some of the rate increases with the flexibility for rollbacks if for example, the cost of fuel and food drops back to “normal” levels. We are also considering options in upcoming RFPs and contracts to allow flexibility and rate adjustments for the uncertainty in the years to come.

COA is also tapping into Federal American Rescue Plan Act (ARPA) funds to offset some of these rate increases resulting from inflation and supply chain problems. This will help offset some of the increased service costs.

These increases are included in the updated five-year levy projection models but were not considered in the 2022 budget that was reviewed and approved last fall. This will likely result in some budget variances later in the year.

#### 1. Durable medical Equipment

- Global supply chain issues have forced providers to look outside of their normal suppliers for equipment and parts. Providers had not received a rate increase since 2018. COA performed a cost analysis based on current provider reported costs per item, average numbers, and supplied a rate increase per item type. Providers received a 20% rate increase.

#### 2. Independent Living Assistance (ILA)

- ILA service was scheduled for a new RFP, and awards were effective May of 2022. Providers naturally had the opportunity to adjust their rates through their RFP bid response, with those rate increases going into effect in May. The average rate increase was approximately 5%.

#### 3. Home Care Assistance (HCA)

- HCA is experiencing a record employee shortage. The economy is seeing salary adjustments for front line workers, which includes those caring individuals who perform HCA services. In order to assist providers, beginning May 1, 2022, COA is providing an 8% increase to current provider rates. This increase is to allow providers to increase wages, expand their marketing outreach, and address employee retention.
- The 8% increase was reached through a cost analysis of the current inflation rate and income adjustments to entry level positions.
  - It was communicated to providers the increase was to be used to motivate and support their workforce. COA will follow-up with providers to understand how the increased rate supported these areas.
  - COA will add this rate increase along with the providers yearly bid rate increase into their year two rate within care director beginning 10/1/22.
- Consumer Directed Care services maximum reimbursement rate is also adjusting up 8%. Rates for this service are negotiated between the employer (client or authorized rep) and the employee/worker.

4. Home Delivered Meals:

- HDM has experienced increases with transportation, food costs and employee shortages. In response, beginning May 1, 2022, COA is providing a 35% increase.
  - The 35% increase was reached through a cost analysis of the current inflation rate, income adjustments to entry level positions, rising gasoline, and food costs.
  - Providers will receive one payment, which will reflect their normal rate, plus their increased sum.
    - Making this payment outside of care director, allows COA to lower the rate when and if inflation, and gasoline and food costs begin to decrease.

5. Congregate Meals and Title III funded transportation:

- These contracts do not involve levy funding. Like home delivered meals, providers are experiencing increases with food cost and employee shortages. Congregate meal providers will see a 15% increase retroactive to 10/1/21.
- Title III Transportation providers have been experiencing increases with gasoline prices and employee shortages. In order to assist provider, they will see a 15% increase retroactive to 10/1/21.

6. Adult Day Services and transportation

- Effective May 1, 2022 adult day service rates will see a 20% increase in their rates and adult day transportation will see a 15% increase in their rates.

COA will continue to collaborate with our provider network to address the downstream effects of the global pandemic.

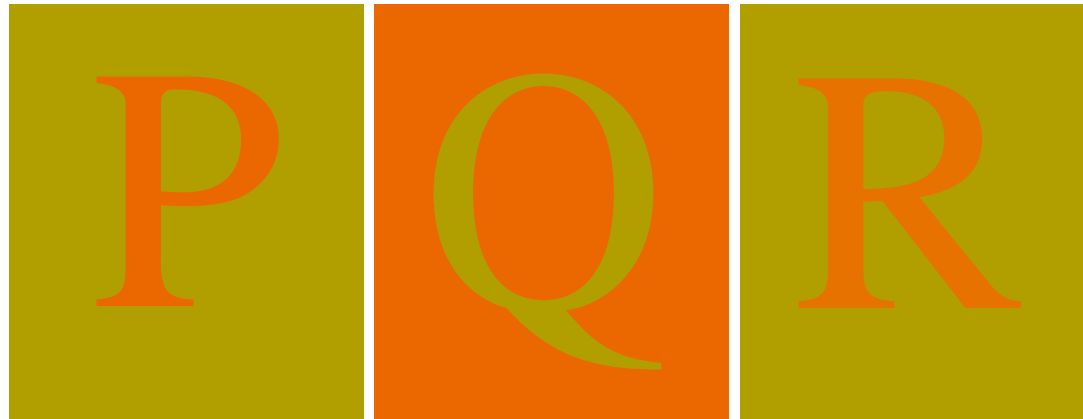
**Warren County ESP (Senior Services Levy)**  
**Maximum Reimbursement Rates**  
**Rates as of May 1, 2022**

<b>Service</b>	<b>Cost per</b>	
	<b>Unit</b>	<b>Unit</b>
Adult Day Service - Transportation	26.50	One Way Trip
Adult Day Service - (Enhanced)	38.60	Per 1/2 Day
Consumer Directed Care	4.05	Per 15 min
Electronic Monitoring System - (VTC/Camera)	41.00	Per 1/2 Month
Home Delivered Meals (Kosher - Daily)	13.77	Per Meal
Home Medical Equipment (Lift Chair X-Large)	1,362.00	Per Unit
Home Care Assistance	7.97	Per 15 min
Independent Living Assistance	17.13	Per 15 min

- \* Consumer Directed Care will change 6/1/2022
- \* Home Delivered Meals change is effective 5/1/2022
- \* Home Care Assistance change is effective 5/1/2022



## Warren County



## Provider Quality Report

Quarter 1, 2022

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# Provider Quality Report: Introduction

## Warren 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. Quarter1 is Jan-March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.
- As of Q3 2021 Cincinnati Area Senior Services(CASS) data will be included with Meals on Wheels of SW Ohio and Northern Kentucky due to a partnership merger.
- 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.

#### 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 (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

#### Adult Day Service Billable Units:

Beginning March 23, 2020, the Adult Day Service was not active per executive order from the Governor. Any provider with billable units during quarter 2 is the direct result of late billing. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

#### SASI Scoring:

SASIs were not collected during April and May 2020 and resumed in June. Therefore, Q2 2020 SASI scores consist of smaller sample sizes which may impact providers' scores.

## Provider Quality Report: Service Metrics

Warren County ESP

### Consumer Directed Care

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	2,948	2,756	3,599	4,395	4,855	4,773	4,859	5,126	33,310
<b>Total Billable Units</b>	<b>2,948</b>	<b>2,756</b>	<b>3,599</b>	<b>4,395</b>	<b>4,855</b>	<b>4,773</b>	<b>4,859</b>	<b>5,126</b>	<b>33,310</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	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									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	37	39	45	51	53	55	51	65	50
<b>Total Distinct Clients Served</b>	<b>37</b>	<b>39</b>	<b>45</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>51</b>	<b>65</b>	<b>50</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Electronic Monitoring System

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,477	3,488	3,497	3,388	3,387	3,350	3,404	3,327	27,316
<b>Total Billable Units</b>	<b>3,477</b>	<b>3,488</b>	<b>3,497</b>	<b>3,388</b>	<b>3,387</b>	<b>3,350</b>	<b>3,404</b>	<b>3,327</b>	<b>27,316</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,128	1,139	1,113	1,105	1,092	1,081	1,109	1,081	1,106
<b>Total Distinct Clients Served</b>	<b>1,128</b>	<b>1,139</b>	<b>1,113</b>	<b>1,105</b>	<b>1,092</b>	<b>1,081</b>	<b>1,109</b>	<b>1,081</b>	<b>1,106</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Care Assistance

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	0	0	94	136	229
A Miracle Home Care	5,338	5,725	5,966	6,139	6,692	6,630	6,509	5,675	48,672
Always There Healthcare LLC	0	0	0	0	0	0	0	28	28
Assisted Care by Black Stone of CIN	3,392	7,627	5,546	5,694	4,829	2,561	5,170	3,660	38,480
Helping Hands Private Duty Homecare	8,711	8,017	6,352	5,948	5,872	5,110	4,535	3,622	48,168
Interim HomeStyles of Greater Cincinnati, Inc.	2,070	2,303	2,090	1,997	1,760	1,590	1,396	1,074	14,280
Nova Home Care	0	0	0	0	0	0	72	24	95
Prime Home Care, LLC	93	86	126	106	29	98	135	127	800
Quality Care	439	296	567	514	995	896	899	533	5,137
SH of Southern Ohio LLC	0	0	0	0	0	259	65	159	483
<b>Total Billable Units</b>	<b>20,043</b>	<b>24,054</b>	<b>20,646</b>	<b>20,397</b>	<b>20,177</b>	<b>17,143</b>	<b>18,875</b>	<b>15,037</b>	<b>156,372</b>

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Best Home Care, Inc.	0	0	0	0	0	0	0.50%	0.90%
A Miracle Home Care	26.63%	23.80%	28.89%	30.10%	33.16%	38.67%	34.48%	37.74%
Always There Healthcare LLC	0	0	0	0	0	0	0	0.19%
Assisted Care by Black Stone of CIN	16.93%	31.71%	26.86%	27.92%	23.93%	14.94%	27.39%	24.34%
Helping Hands Private Duty Homecare	43.46%	33.33%	30.77%	29.16%	29.10%	29.81%	24.03%	24.09%
Interim HomeStyles of Greater Cincinnati, Inc.	10.33%	9.58%	10.12%	9.79%	8.72%	9.27%	7.40%	7.14%
Nova Home Care	0	0	0	0	0	0	0.38%	0.16%
Prime Home Care, LLC	0.46%	0.36%	0.61%	0.52%	0.14%	0.57%	0.72%	0.84%
Quality Care	2.19%	1.23%	2.74%	2.52%	4.93%	5.23%	4.76%	3.54%
SH of Southern Ohio LLC	0	0	0	0	0	1.51%	0.35%	1.05%
<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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	0	0	1	4	3
A Miracle Home Care	157	187	217	230	249	236	240	220	217
Always There Healthcare LLC	0	0	0	0	0	0	0	1	1
Assisted Care by Black Stone of CIN	199	240	227	206	173	140	138	131	182
Helping Hands Private Duty Homecare	334	283	250	216	216	202	179	155	229
Interim HomeStyles of Greater Cincinnati, Inc.	85	110	92	81	66	63	59	41	75
Nova Home Care	0	0	0	0	0	0	6	2	4
Prime Home Care, LLC	4	4	4	3	3	4	4	4	4
Quality Care	16	18	26	23	56	47	42	38	33
SH of Southern Ohio LLC	0	0	0	0	0	26	11	18	18
<b>Total Distinct Clients Served</b>	<b>795</b>	<b>842</b>	<b>816</b>	<b>759</b>	<b>763</b>	<b>718</b>	<b>680</b>	<b>614</b>	<b>107</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Delivered Meals

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	4,347	3,426	2,965	3,267	2,871	2,539	2,200	2,326	23,941
Mayerson JCC (Jewish Community Center)	331	358	484	384	406	399	575	753	3,690
Partners in Prime	71	56	0	0	0	0	0	0	127
Warren County Community Service	60,625	63,288	64,108	59,095	58,103	55,888	56,909	55,602	473,618
<b>Total Billable Units</b>	<b>65,374</b>	<b>67,128</b>	<b>67,557</b>	<b>62,746</b>	<b>61,380</b>	<b>58,826</b>	<b>59,684</b>	<b>58,681</b>	<b>501,376</b>

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	6.65%	5.10%	4.39%	5.21%	4.68%	4.32%	3.69%	3.96%
Mayerson JCC (Jewish Community Center)	0.51%	0.53%	0.72%	0.61%	0.66%	0.68%	0.96%	1.28%
Partners in Prime	0.11%	0.08%	0	0	0	0	0	0
Warren County Community Service	92.74%	94.28%	94.89%	94.18%	94.66%	95.01%	95.35%	94.75%
<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									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	51	50	49	53	46	42	36	39	46
Mayerson JCC (Jewish Community Center)	9	9	10	11	10	8	15	14	11
Partners in Prime	1	1	0	0	0	0	0	0	1
Warren County Community Service	886	919	920	920	894	861	872	884	895
<b>Total Distinct Clients Served</b>	<b>947</b>	<b>979</b>	<b>979</b>	<b>984</b>	<b>950</b>	<b>911</b>	<b>923</b>	<b>937</b>	<b>293</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Medical Equipment

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	0	2	2
Bernens Medical	0	0	3	12	11	11	19	10	66
Home First	0	0	3	4	2	1	2	5	17
Mullaney's Pharmacy & Home Health Care	0	0	5	3	1	1	0	3	13
Stateline Medical Equipment	0	0	0	0	6	1	1	3	11
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>19</b>	<b>20</b>	<b>14</b>	<b>22</b>	<b>23</b>	<b>109</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
American Ramp Systems	0	0	0	0	0	0	0	8.70%	
Bernens Medical	0	0	27.27%	63.16%	55.00%	78.57%	86.36%	43.48%	
Home First	0	0	27.27%	21.05%	10.00%	7.14%	9.09%	21.74%	
Mullaney's Pharmacy & Home Health Care	0	0	45.45%	15.79%	5.00%	7.14%	0	13.04%	
Stateline Medical Equipment	0	0	0	0	30.00%	7.14%	4.55%	13.04%	
<b>Total Market Share</b>	<b>0</b>	<b>0</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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	0	1	1
Bernens Medical	0	0	3	9	10	11	18	9	10
Home First	0	0	3	4	2	1	2	5	3
Mullaney's Pharmacy & Home Health Care	0	0	2	2	1	1	0	3	2
Stateline Medical Equipment	0	0	0	0	5	1	1	3	3
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>15</b>	<b>18</b>	<b>14</b>	<b>21</b>	<b>21</b>	<b>4</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Modification

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	1	1	1	1	0	2	0	6
Home First	6	7	11	12	13	15	28	23	115
MedAdapt Ltd.	4	13	9	12	8	7	10	17	80
People Working Cooperatively, Inc.	1	0	0	2	0	1	0	1	5
Stateline Medical Equipment	0	3	1	7	6	1	1	0	19
Tri-State Maintenance	3	0	4	1	9	6	6	1	30
<b>Total Billable Units</b>	<b>14</b>	<b>24</b>	<b>26</b>	<b>35</b>	<b>37</b>	<b>30</b>	<b>47</b>	<b>42</b>	<b>255</b>

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Custom Home Elevator & Lift Co. Inc.	0	4.17%	3.85%	2.86%	2.70%	0	4.26%	0
Home First	42.86%	29.17%	42.31%	34.29%	35.14%	50.00%	59.57%	54.76%
MedAdapt Ltd.	28.57%	54.17%	34.62%	34.29%	21.62%	23.33%	21.28%	40.48%
People Working Cooperatively, Inc.	7.14%	0	0	5.71%	0	3.33%	0	2.38%
Stateline Medical Equipment	0	12.50%	3.85%	20.00%	16.22%	3.33%	2.13%	0
Tri-State Maintenance	21.43%	0	15.38%	2.86%	24.32%	20.00%	12.77%	2.38%
<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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	1	1	1	1	0	2	0	1
Home First	5	6	9	11	13	14	23	18	12
MedAdapt Ltd.	4	12	7	11	8	7	10	15	9
People Working Cooperatively, Inc.	1	0	0	2	0	1	0	1	1
Stateline Medical Equipment	0	3	1	6	4	1	1	0	3
Tri-State Maintenance	3	0	3	1	9	6	6	1	4
<b>Total Distinct Clients Served</b>	<b>13</b>	<b>22</b>	<b>21</b>	<b>32</b>	<b>35</b>	<b>29</b>	<b>42</b>	<b>35</b>	<b>6</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Independent Living Assistance

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	14	14	13	14	14	3	0	60	131
Partners in Prime	143	127	100	126	170	160	109	23	957
<b>Total Billable Units</b>	<b>157</b>	<b>141</b>	<b>113</b>	<b>141</b>	<b>183</b>	<b>162</b>	<b>109</b>	<b>83</b>	<b>1,088</b>

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	9.08%	9.77%	11.48%	10.14%	7.38%	1.54%	0	72.73%
Partners in Prime	90.92%	90.23%	88.52%	89.86%	92.62%	98.46%	100.00%	27.27%
<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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	1	1	1	1	1	1	0	38	6
Partners in Prime	41	34	31	41	45	46	39	21	37
<b>Total Distinct Clients Served</b>	<b>42</b>	<b>35</b>	<b>32</b>	<b>42</b>	<b>46</b>	<b>47</b>	<b>39</b>	<b>59</b>	<b>23</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Major Housecleaning

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	2	3	1	3	0	4	1	1	15
Total Billable Units	2	3	1	3	0	4	1	1	15

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	2	3	1	3	0	4	1	1	2
Total Distinct Clients Served	2	3	1	3	0	4	1	1	2

## Provider Quality Report: Service Metrics

Warren County ESP

### Pest Control

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	6	0	3	4	7	8	8	8	44
Milt's Termite & Pest Control	6	3	4	4	5	3	5	2	32
<b>Total Billable Units</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>76</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
All Gone Termite & Pest Control, Inc.	50.00%	0	42.86%	50.00%	58.33%	72.73%	61.54%	80.00%	
Milt's Termite & Pest Control	50.00%	100.00%	57.14%	50.00%	41.67%	27.27%	38.46%	20.00%	
<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									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	2	0	2	3	3	4	4	4	3
Milt's Termite & Pest Control	2	1	2	2	3	2	3	1	2
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>3</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Transportation

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	10	65	86	76	16	41	83	85	462
Meda-Care Transportation, Inc.	233	265	320	272	232	206	201	139	1,868
Universal Transportation Systems	133	166	160	113	40	73	70	84	839
Valley Transport LLC	0	0	0	0	0	0	60	41	101
Warren County Community Service	443	683	668	743	882	917	872	945	6,153
<b>Total Billable Units</b>	<b>819</b>	<b>1,179</b>	<b>1,234</b>	<b>1,204</b>	<b>1,170</b>	<b>1,237</b>	<b>1,286</b>	<b>1,294</b>	<b>9,423</b>

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Central Connections	1.22%	5.51%	6.97%	6.31%	1.37%	3.31%	6.45%	6.57%	
Meda-Care Transportation, Inc.	28.45%	22.48%	25.93%	22.59%	19.83%	16.65%	15.63%	10.74%	
Universal Transportation Systems	16.24%	14.08%	12.97%	9.39%	3.42%	5.90%	5.44%	6.49%	
Valley Transport LLC	0	0	0	0	0	0	4.67%	3.17%	
Warren County Community Service	54.09%	57.93%	54.13%	61.71%	75.38%	74.13%	67.81%	73.03%	
<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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	3	7	6	4	3	8	4	6	5
Meda-Care Transportation, Inc.	26	35	35	35	30	24	22	18	28
Universal Transportation Systems	12	21	20	15	14	14	13	12	15
Valley Transport LLC	0	0	0	0	0	0	10	5	8
Warren County Community Service	52	68	74	85	81	95	85	89	79
<b>Total Distinct Clients Served</b>	<b>93</b>	<b>131</b>	<b>135</b>	<b>139</b>	<b>128</b>	<b>141</b>	<b>134</b>	<b>130</b>	<b>30</b>

## Provider Quality Report: Satisfaction Metrics

### Warren County ESP

#### Warren County ESP SASI Counts

Home Care Assistance								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	17	50	68	63	72	68	85	72
Assisted Care by Black Stone of CIN	32	104	72	105	62	71	69	56
Helping Hands Private Duty Homecare	30	96	67	73	61	61	62	67
Interim HomeStyles of Greater Cincinnati, Inc.	13	26	22	32	23	23	25	15
Nova Home Care	0	0	0	0	0	0	0	1
Prime Home Care, LLC	0	0	2	0	1	0	1	0
Quality Care	0	10	4	9	10	16	16	20
SH of Southern Ohio LLC	0	0	0	0	0	3	5	5

Home Delivered Meals								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	4	22	14	24	13	17	13	14
Mayerson JCC (Jewish Community Center)	0	2	2	0	3	3	4	4
Warren County Community Service	86	234	228	251	244	227	263	297

Medical Transportation								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	0	1	2	3	4	1	3	2
Kemper Shuttle Services	0	0	0	0	0	0	1	1
Meda-Care Transportation, Inc.	4	19	19	14	16	14	16	18
Universal Transportation Systems	3	19	11	14	8	8	8	6
Valley Transport LLC	0	0	0	0	0	0	1	5
Warren County Community Service	15	41	33	54	35	45	39	48

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

### Warren County ESP

#### Home Care Assistance SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	91.3%	93.7%	94.4%	93.5%	95.7%	91.6%	92.4%	92.8%
Assisted Care by Black Stone of CIN	93.6%	87.7%	91.3%	90.9%	87.9%	88.5%	91.8%	94.8%
Helping Hands Private Duty Homecare	92.8%	93.0%	95.4%	95.5%	95.3%	96.5%	90.2%	92.2%
Interim HomeStyles of Greater Cincinnati, Inc.	93.0%	96.9%	97.2%	97.4%	92.3%	97.8%	99.6%	94.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	60.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	90.0%	No Data	100.0%	No Data
Quality Care	No Data	89.8%	100.0%	85.1%	96.9%	87.2%	85.9%	85.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	91.7%	76.0%	85.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	86.7%	90.0%	87.9%	88.9%	93.7%	82.1%	86.1%	91.5%
Assisted Care by Black Stone of CIN	93.1%	79.1%	85.3%	77.7%	75.0%	78.3%	84.4%	93.9%
Helping Hands Private Duty Homecare	85.7%	96.5%	96.8%	95.5%	98.2%	98.2%	87.5%	91.8%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	86.4%	100.0%	100.0%	90.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	88.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	100.0%

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%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	80.0%	90.7%	85.5%	81.5%	98.4%	87.5%	87.1%	93.1%
Assisted Care by Black Stone of CIN	83.9%	69.3%	77.8%	78.0%	79.6%	82.1%	84.4%	87.0%
Helping Hands Private Duty Homecare	93.1%	94.4%	95.2%	98.5%	94.7%	96.4%	84.2%	88.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.2%	95.2%	96.8%	91.3%	100.0%	100.0%	86.7%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	85.7%	100.0%	93.8%	86.7%	88.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	50.0%

<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>

### Warren County ESP

#### Home Care Assistance SASI Scores

##### Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	82.4%	84.0%	94.1%	93.5%	84.7%	88.2%	89.4%	88.7%
Assisted Care by Black Stone of CIN	87.5%	84.6%	97.2%	92.3%	86.9%	84.3%	92.8%	94.6%
Helping Hands Private Duty Homecare	73.3%	69.5%	74.6%	80.8%	75.4%	78.7%	66.1%	69.7%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	80.8%	95.5%	96.8%	82.6%	91.3%	96.0%	93.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	60.0%	100.0%	66.7%	100.0%	50.0%	43.8%	65.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	66.7%	60.0%	80.0%

##### Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	98.6%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.6%	100.0%	100.0%	97.1%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

##### Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	100.0%	98.0%	100.0%	100.0%	100.0%	98.5%	96.5%	97.2%
Assisted Care by Black Stone of CIN	100.0%	98.1%	98.6%	99.0%	96.8%	97.1%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	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>

### Warren 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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	96.0%	98.5%	95.2%	98.6%	95.5%	96.5%	97.2%
Assisted Care by Black Stone of CIN	100.0%	98.1%	98.6%	100.0%	100.0%	97.1%	100.0%	98.2%
Helping Hands Private Duty Homecare	93.3%	97.9%	98.5%	100.0%	96.7%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	93.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	98.0%	100.0%	98.4%	98.6%	97.1%	97.6%	97.2%
Assisted Care by Black Stone of CIN	100.0%	97.1%	98.6%	99.0%	98.4%	95.7%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	90.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	93.8%	91.9%	90.7%	87.5%	96.4%	84.9%	89.4%	81.5%
Assisted Care by Black Stone of CIN	84.0%	75.9%	78.0%	79.1%	70.5%	73.5%	75.0%	86.5%
Helping Hands Private Duty Homecare	92.6%	91.7%	96.8%	92.2%	98.1%	98.1%	86.8%	87.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	91.7%	95.0%	96.8%	80.0%	90.9%	100.0%	92.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	0.0%	No Data	100.0%	No Data
Quality Care	No Data	77.8%	100.0%	87.5%	88.9%	78.6%	78.6%	60.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	50.0%	60.0%	66.7%

<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>

### Warren County ESP

#### Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	98.0%	94.1%	98.4%	91.7%	91.0%	92.9%	91.7%
Assisted Care by Black Stone of CIN	96.9%	90.4%	91.7%	95.2%	85.5%	91.4%	94.2%	94.6%
Helping Hands Private Duty Homecare	96.6%	91.7%	94.0%	93.2%	93.4%	96.7%	91.8%	90.9%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	90.9%	96.8%	91.3%	95.7%	100.0%	92.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	90.0%	100.0%	44.4%	90.0%	68.8%	68.8%	70.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	60.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	88.2%	90.0%	92.6%	91.9%	94.4%	91.2%	89.4%	91.7%
Assisted Care by Black Stone of CIN	90.6%	84.3%	88.9%	88.2%	86.7%	88.6%	91.3%	92.9%
Helping Hands Private Duty Homecare	93.1%	94.6%	98.5%	94.5%	96.7%	98.4%	91.9%	94.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	95.5%	93.5%	91.3%	100.0%	100.0%	93.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	80.0%	100.0%	66.7%	100.0%	93.8%	93.8%	85.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	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>

### Warren County ESP

#### Home Delivered Meals SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	93.8%	83.8%	100.0%	95.1%	93.8%	88.3%	88.6%	92.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.4%	98.9%	98.3%	99.2%	99.3%	98.8%	98.6%	99.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	84.2%	100.0%	90.9%	90.9%	93.3%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	99.5%	100.0%	100.0%	99.5%	100.0%	99.6%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	75.0%	76.2%	100.0%	95.8%	84.6%	68.8%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	97.4%	96.5%	98.4%	98.3%	96.9%	97.7%	97.3%

Can you depend on your meals driver?								
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	92.3%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	100.0%	100.0%	99.6%	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%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	86.7%	100.0%	100.0%	90.0%	91.7%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.7%	100.0%	98.5%	100.0%	100.0%	99.1%	100.0%	99.6%

<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>

### Warren County ESP

#### Home Delivered Meals SASI Scores

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

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.6%	99.6%	100.0%	99.6%	99.6%	99.6%	100.0%

##### Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	75.0%	72.7%	100.0%	78.3%	100.0%	76.5%	92.3%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	96.6%	95.2%	96.4%	97.5%	96.5%	94.7%	98.0%

##### Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	100.0%	86.4%	100.0%	100.0%	100.0%	94.1%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.1%	98.7%	98.8%	99.2%	99.6%	97.7%	99.3%

##### Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	100.0%	68.4%	100.0%	95.8%	92.3%	82.4%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	98.7%	98.7%	100.0%	100.0%	99.6%	99.2%	99.3%

<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>

### Warren County ESP

#### Medical Transportation SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	91.5%	99.5%	99.3%	100.0%	100.0%	97.5%	97.2%
Universal Transportation Systems	100.0%	92.6%	94.4%	97.9%	100.0%	94.3%	95.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	100.0%	98.9%	98.0%	99.3%	99.2%	95.7%

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	94.7%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	89.5%	81.8%	92.9%	100.0%	71.4%	87.5%	66.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	97.4%	95.7%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%	95.7%

<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>

### Warren 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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	97.7%	100.0%	95.7%

##### 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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	97.6%	100.0%	100.0%	97.1%	97.8%	97.4%	95.7%

##### 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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	92.9%	100.0%	100.0%	87.5%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	97.6%	100.0%	100.0%	97.1%	100.0%	97.4%	95.7%

<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>

### Warren County ESP

#### Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 1.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	97.8%	100.0%	95.7%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Universal Transportation Systems	100.0%	89.5%	90.9%	100.0%	100.0%	85.7%	100.0%	66.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 4.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	88.9%	100.0%	92.9%	100.0%	100.0%	93.8%	88.9%
Universal Transportation Systems	100.0%	78.9%	80.0%	100.0%	100.0%	85.7%	87.5%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	95.7%

<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>

### Warren County ESP

#### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%	95.7%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%
Universal Transportation Systems	100.0%	89.5%	90.9%	100.0%	100.0%	100.0%	87.5%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	95.7%

<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

### Warren 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 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 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, 2019 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

## Appendix B: Provider Activity

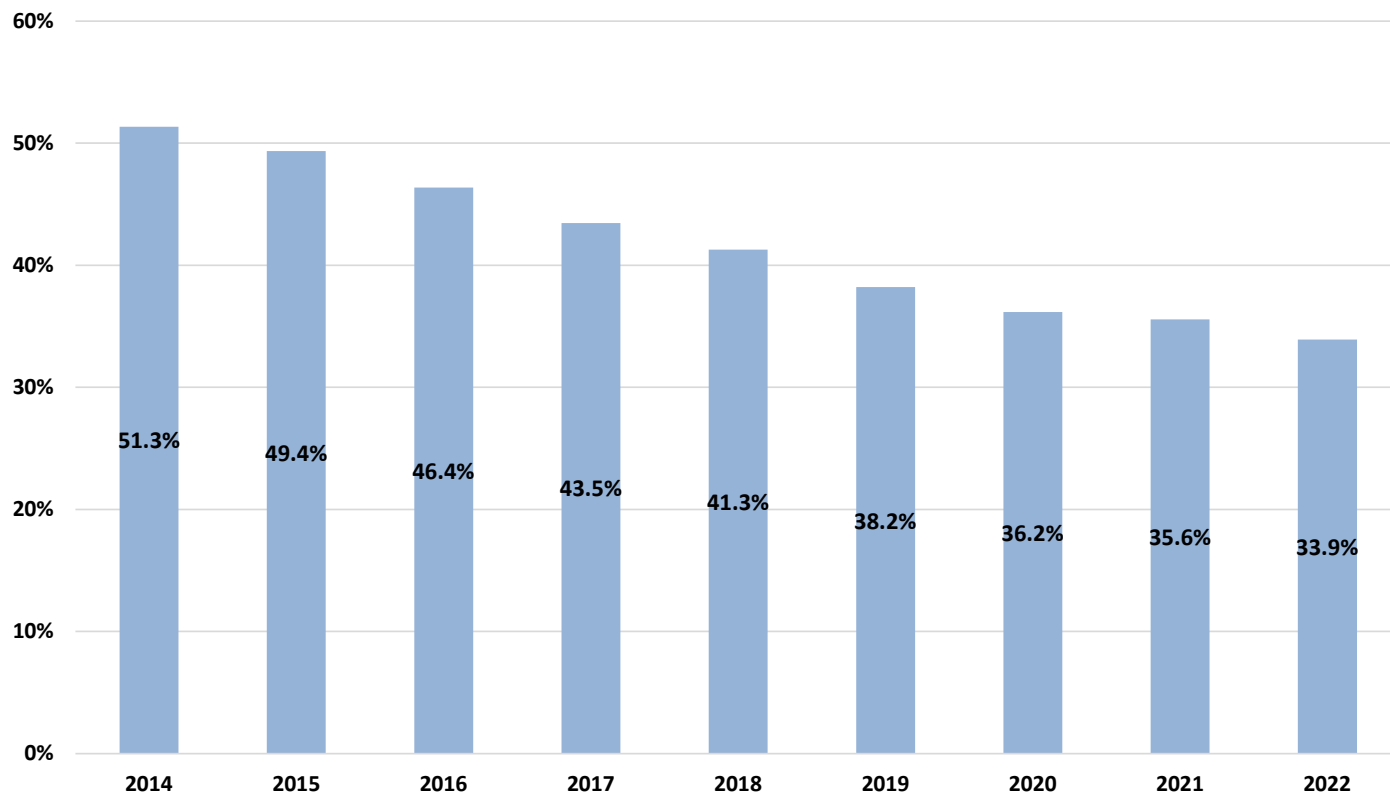
### Warren County ESP

Provider - Terminated	Service No Longer Delivered	Termination Effective
Home Care Network	Home Care Assistance	10/1/2021

Provider - New	Service Delivered	Effective
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare LLC	Home Care Assistance	5/17/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Kemper Shuttle Services	Transportation	10/1/2021
Valley Transport	Transportation	10/1/2021

Provider - On Hold	Service On Hold	Effective
Partners in Prime	Independent Living Assistance	11/12/2021 - 05/01/2022

**Warren County Market Penetration 2014 to date**



## WCESP Levy Projection

### LATEST COA PROJECTION: Feb-2022

	Year 1 2022 Proj.	Year 2 2023 Proj.	Year 3 2024 Proj.	Year 4 2025 Proj.	Year 5 2026 Proj.	5-Year Total
<b>Revenue</b>						
Beginning Fund Balance	11,977,717	5,135,638	5,617,709	6,029,918	6,655,587	11,977,717
Levy Revenue (Cash Basis)	-	8,101,681	8,101,681	8,101,681	8,101,681	32,406,725
<i>COA Levy Draw</i>	<i>6,641,599</i>	<i>7,475,006</i>	<i>7,540,620</i>	<i>7,322,861</i>	<i>7,154,071</i>	<i>36,134,079</i>
Title III and State Funding (Accrual Basis)	513,838	317,147	317,147	406,732	406,732	1,961,597
Client Donations (Accrual Basis)	27,933	26,351	25,832	25,476	25,146	130,738
Client Co-Payments (Accrual Basis)	136,991	134,615	132,904	131,206	129,521	665,237
Interest and Other Income	77	77	77	77	77	386
Total Revenue to support ESP	7,320,438	7,953,196	8,016,580	7,886,352	7,715,547	38,892,036
<b>Total Available Revenue (incl. previous year carryover)</b>	<b>12,656,556</b>	<b>13,715,509</b>	<b>14,195,350</b>	<b>14,695,090</b>	<b>15,318,744</b>	<b>47,142,399</b>
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	5,117,176	5,675,307	5,705,435	5,553,570	5,369,935	27,421,423
Information & Assistance (Accrual Basis)	90,600	100,265	103,273	106,371	109,562	510,071
Care Management (Accrual Basis)	1,506,293	1,523,313	1,549,694	1,576,108	1,602,911	7,758,318
COA Program Management (Accrual Basis)	446,787	485,406	489,275	481,322	470,902	2,373,692
FTH Provider Services and CareMgmt (Accrual Basis)	159,582	168,904	168,904	168,904	162,237	828,532
<b>Total COA Operational Expenditures</b>	<b>7,320,438</b>	<b>7,953,196</b>	<b>8,016,580</b>	<b>7,886,275</b>	<b>7,715,547</b>	<b>38,892,036</b>
APS, Auditor/Treasurer/State Fees	140,480	144,605	148,853	153,228	157,735	744,901
APS, Auditor/Treasurer/State Fees	60,000	-	-	-	-	60,000
<b>Total Levy Expenditures</b>	<b>7,520,919</b>	<b>8,097,801</b>	<b>8,165,433</b>	<b>8,039,503</b>	<b>7,873,282</b>	<b>39,696,937</b>
<b>Actual &amp; Estimated Median Fund Balance</b>	<b>\$ 5,135,638</b>	<b>\$5,617,709</b>	<b>\$6,029,918</b>	<b>\$6,655,587</b>	<b>\$ 7,445,462</b>	<b>7,445,462</b>
<b>Year Ending Client Census</b>	<b>car</b>	<b>1,777</b>	<b>1,754</b>	<b>1,731</b>	<b>1,709</b>	

#### Assumptions:

- 1) Traditional ESP census is based on linear trend projections; 2021 had a market penetration level of 35.2%
- 2) Case Management is projected based on 2021 contracted rate of \$65.50 with a 3% yearly increase
- 3) Intake is projected based on actual costs with a yearly increase of 3%
- 4) Title III and State Funding is projected to have additional funding due to ARPA and Supplemental TII C2 funds
- 5) Levy revenues are projected to be \$7.7M based on 2020 actuals provided by the Warren County Auditors; The levy intends to lapse collections for 2022 to reduce fund balance
- 6) HCA is increased by 3% in October of remaining years; Current service levels are significantly lower than the need due to labor shortages
- 7) HDM is set to increase by 2.5% every October (Q4 of every year)
- 8) other than HCA and HDM mentioned above, there are no increases assumed for any of the other services
- 9) HME of \$55K/year was added beginning with 2021 as a new service; 2021 total spend was \$18K in traditional ESP and \$7K in FTH
- 10) FTH has served 250 clients in 2021 and will continue to be a service offered through the levy

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

**CONSUMER DIRECTED CARE (CDC)**

**CONDITIONS OF PARTICIPATION and SERVICE SPECIFICATION**

**202~~21~~**

**EFFECTIVE ~~JUNE JANUARY 1~~, 202~~21~~ (CCESP) (~~BCESP~~) (HCESP)  
(WCESP)**

**ELDERLY SERVICES PROGRAM  
CONSUMER DIRECTED CARE CONDITIONS OF  
PARTICIPATION and SERVICE SPECIFICATION**

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<b><u>Section Title</u></b>	<b><u>Page</u></b>
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CDC Service Specification .....	<a href="#">65</a>

## CONDITIONS OF PARTICIPATION

### 1.0 EMPLOYEE REQUIREMENTS PRIOR TO SERVICE INITIATION

1.1 ~~The employee must review the service specification and must ensure that the employee delivers services in compliance with the Service Specification and in accordance with the plan designed and authorized by the case manager and employer. must deliver services in compliance with the Service Specification and in accordance with the plan designed and authorized by the Care Manager and employer~~

1.2 The employee must ensure that both the employer and the employee comply with all contracted requirements, CDC code of ethics, conditions of participation, and CDC service specifications

~~1.2 must comply with all contract requirements, Conditions of Participation, and CDC Service Specification~~

1.3 The employer shall ensure that the employee is not designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship, or authorized representative~~The legal guardian, power of attorney, spouse, or authorized representative of the employer cannot serve as the employee~~

1.4 The employee shall ensure that the employee is at least 18 years of age

~~1.3 must be at least 18 years of age~~

1.5 The employee shall ensure that the employee has~~must have~~ a valid social security number and at least one of the following current, valid, government issued, photographic identification cards:

- a) driver's license
- b) State of Ohio identification card
- c) US permanent residence card

~~1.4 If transporting the employer, the employee must submit to the employer proof of vehicle insurance that meets the state minimum requirements and have a valid driver's license~~

1.6 The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established, including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.

1.7 The employer is not permitted to allow the employee to begin providing paid services until the employee has successfully completed the background check process as described in the CDC background check policy.

~~1.6 The employee must successfully complete a criminal background check conducted by HR-Profile Employment Screening~~

1.8 The employee\_e must ensure that the employee has entered into a written agreement with the employer for the agreed upon tasks

~~1.7 enter into a written agreement with the employer for the agreed upon tasks~~

1.9 The employee\_e shall ensure that the employee is informed that the employee shall not use or disclose any information concerning an employer for any purpose not directly connected with the provision of services, except with the written consent of the employer or authorized representative

1.10 Neither the employer or employee will engage in fraudulent or illegal activities while providing services.

1.11

The employer understands that COA staff are mandated reporters which means that they are required by law to report any allegations of suspected abuse, neglect or exploitation committed by the employee, employer or other individual engaged in the care of the client to appropriate authorities.

1.12 Neither the employer or employee will engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer

1.13 Employers are responsible for notifying their care managers of their decision to terminate employees

~~1.11~~

~~1.12 The employee shall not use the client's personal property without the client's consent~~

~~1.13 The employee will not forge a client's signature and /or falsify information~~

~~1.14 The employee will not engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client~~

~~1.15 The employee will not engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer~~

~~1.16 The employee will accept, on an ongoing basis from the employer, changes in the frequency and duration of service tasks to be performed for the employer~~

~~1.17 If terminating services, the employee will submit written notification to the employer and the Care Manager at least thirty (30) days prior to the last date of service~~

1.14 Failure to meet any of the requirements of this rule may lead to the termination of the agreement

## SERVICE SPECIFICATION

### 1.0 OBJECTIVE

Consumer Directed Care (CDC) is another option for delivering home care services. Instead of using traditional agencies, clients become “employers” and hire their own “employees” to provide the care and services they need. This allows a client to choose their home care aide to assist and support them with their IADLs which may include personal care, homemaking, companion, and respite tasks.

### 2.0 DEFINITIONS

2.1 Employer: The ESP client or their designated Employer of Record

2.2 Employee: The worker/aide hired by the ESP client to provide specific home care assistance services

~~2.1 Employer- The client or Authorized Representative is also known as the employer~~

~~2.2 Employee- The person hired by the employer to deliver home care services~~

~~2.3 Authorized Representative- A representative named by the employer to assist in monitoring/signing timesheets, and other documents. The need for an authorized representative will be discussed in advance by the employer and Care Manager~~

### 3.0 SERVICE HOURS

The unit rate and cost cap will be discussed in advance by the Care Manager and the employer. The employer will ultimately determine the unit rate to be paid to the employee

### 4.0 REQUIREMENTS

4.1 The employer and employee should cooperatively treat each other with dignity and respect

4.2 The employer e must ensure that the employee must deliver services as agreed upon with the employer and as authorized in the employer’s care plan

4.3 Supervision of the employee is the responsibility of the employer

4.4 The employer must ensure that they and their employee effectively communicate, and that the employer keeps the client’s care manager informed of any changes in the client’s need for service or care. The employer must also inform the care manager of any changes in the employee’s employment status.

~~4.4 The employee must be able to effectively communicate with the employer~~

4.5 The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established,

including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.

~~4.5 If the employee intends to transport the employer, the employee must show the employer a valid driver's license and valid insurance identification card prior to the first transport~~

4.6 Tasks designated by the employer will be reviewed with the employee. These tasks may include but are not limited to the following:

- a) Maintaining a clean and safe environment
- b) Assisting with personal care
- c) Homemaking
- d) Independent Living Assistance
- e) Companion services
- f) Transportation
- g) Meal preparation and/or grocery shopping

45

~~4.6.1 Maintaining a clean and safe environment~~

~~4.6.2 Assisting with personal care~~

Homemaking

Independent Living Assistance

Companion services

Transportation

Meal preparation and/or grocery shopping

## **Conditions of Participation**

### **1. Employer requirements prior to service initiation:**

- 1.1. The employer must review the service specification and must ensure that the employee delivers services in compliance with the Service Specification and in accordance with the plan designed and authorized by the case manager and employer.
- 1.2. The employer must ensure that both the employer and the employee comply with all contracted requirements, CDC code of ethics, conditions of participation, and CDC service specifications
- 1.3. The employer shall ensure that the employee is not designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship, or authorized representative.
- 1.4. The employer shall ensure that the employee is at least 18 years of age
- 1.5. The employer shall ensure that the employee has a valid social security number and at least one of the following current, valid, government issued, photographic identification cards:
  - 1.5.1. driver's license
  - 1.5.2. State of Ohio identification card
  - 1.5.3. US permanent residence card
- 1.6. The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established, including, without limitation, payroll, worker's compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.
- 1.7. The employer is not permitted to allow the employee to begin providing paid services until the employee has successfully completed the background check process as described in the CDC background check policy.
- 1.8. The employer must ensure that the employee has entered into a written agreement with the employer for the agreed upon tasks
- 1.9. The employer shall ensure that the employee is informed that the employee shall not use or disclose any information concerning an employer for any purpose not directly connected with the provision of services, except with the written consent of the employer or authorized representative
- 1.10. Neither the employer or employee will engage in fraudulent or illegal activities while providing services.
- 1.11. The employer understands that COA staff are mandated reporters which means that they are required by law to report any allegations of suspected abuse, neglect or exploitation committed by the employee, employer or other individual engaged in the care of the client to appropriate authorities.
- 1.12. Neither the employer or employee will engage in behavior that constitutes a conflict of interest, takes advantage of or manipulates services resulting in an unintended advantage for personal gain of the employer
- 1.13. Employers are responsible for notifying their care managers of their decision to terminate employees
- 1.14. Failure to meet any of the requirements of this rule may lead to the termination of the agreement

## **SERVICE SPECIFICATION**

### **1.0 OBJECTIVE**

Consumer Directed Care (CDC) is another option for delivering home care services. Instead of using traditional agencies, clients become “employers” and hire their own “employees” to provide the care and services they need. This allows a client to choose their home care aide to assist and support them with their IADLs which may include personal care, homemaking, companion, and respite tasks.

### **2.0 DEFINITIONS**

2.1 Employer: The ESP client or their designated Employer of Record

2.2 Employee: The worker/aide hired by the ESP client to provide specific home care assistance services

### **3.0 SERVICE HOURS**

The unit rate and cost cap will be discussed in advance by the Care Manager and the employer. The employer will ultimately determine the unit rate to be paid to the employee

### **4.0 REQUIREMENTS**

4.1 The employer should ensure that the employer and employee treat each other with dignity and respect.

4.2 The employer must ensure that the employee must deliver services as agreed upon with the employer and as authorized in the employer’s care plan

4.3 Supervision of the employee is the responsibility of the employer

4.4 The employer must ensure that they and their employee effectively communicate, and that the employer keeps the client’s care manager informed of any changes in the client’s need for service or care. The employer must also inform the care manager of any changes in the employee’s employment status.

4.5 The employer is responsible for ensuring that workers are in compliance with all applicable employment and other laws in connection with any employment relationship established, including, without limitation, payroll, worker’s compensation insurance, and minimum wage laws, as well as validation of Worker credentials and other conditions or suitability for employment.

4.6 Tasks designated by the employer will be reviewed with the employee. These tasks may include but are not limited to the following:

- a) Maintaining a clean and safe environment
- b) Assisting with personal care
- c) Homemaking
- d) Independent Living Assistance
- e) Companion services
- f) Transportation
- g) Meal preparation and/or grocery shopping

## Laundry Delivery Service Advisory Board Update

### June 2022

To address the home care assistance workforce shortage, COA began to pilot Happy Nest Laundry Service in April with Hamilton County FastTrack Home clients. Identified clients were those with an unmet need for laundry services due to the workforce shortage. The pilot included three Fast Track Home clients who they themselves, or their caregiver is capable to gather, bag and place their laundry outside their residence for pick up.

Laundry service is already an approved service included in the ESP program as a task under the Home Care Assistance Service. Breaking this service out to be delivered in a different way will expand capacity to serve older adults who have been waiting for a provider that has the staffing capacity.

#### **Some key highlights of the service:**

- Meets a gap in service
- Customizable- preference of detergent options to accommodate allergy or sensitivity- Tide, All Free and Clear, Bleach, No Bleach etc.
- Happy Nest delivers weekly or on as needed basis
- Happy Nest folds all laundry
- Laundry is delivered next day
- Serves multiple zip codes
- Cost is based on zip code and weight of the laundry
- Text and email reminders of pick-up and delivery
- Cancel or suspend the service anytime- no contract

#### **Data-**

Currently three clients have received Happy Nest Laundry Services. Cost to date has ranged from \$40-70 a week for each client. Further financial and quality analysis will be completed with more experience and data.

#### **Next Steps-**

Goal is to roll this out to all counties- based on zip code availability of laundry delivery providers. We are working to identify similar businesses and competitors.

**Laundry Delivery Service**

**ESP Service Specifications**

**2022**

DRAFT

## Laundry Delivery Service

### SERVICE SPECIFICATIONS

#### TABLE OF CONTENTS

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## LAUNDRY DELIVERY SERVICE SPECIFICATIONS

### 1.0 OBJECTIVE

Laundry Delivery service allows a client to achieve independence by supporting them with the instrumental activities of daily living (IADL) with laundry. The need is identified by care manager and authorized as a service in the client's care plan. Laundry is picked up at client's home laundered and dropped off based off individualized need.

### 2.0 DEFINITIONS

**Laundry Service Provider:** Laundry company that picks up, cleans, folds and delivers laundry.

### 3.0 UNIT OF SERVICE

- 3.1 A unit of service is one pickup and delivery
- 3.2 Additional units require prior authorization from Care/Case Manager
- 3.3 Laundry Services must be authorized by the Care/Case Manager

#### **4.0 PROVIDER REQUIREMENTS**

Provider requirements include the following:

- 4.1 The Provider will pick up laundry, wash, dry and deliver laundry back to client's home
- 4.2 Provider will follow infection control and universal or standard precautions

#### **5.0 Quality Standards**

- 5.1 The Provider wears gloves while sorting, washing, and folding
- 5.2 Provider ensures laundry is never mixed with another individuals laundry
- 5.3 All high touch points such as washer and dryer door handles, tablets, and folding tables are regularly disinfected
- 5.4 Complaints and Incidents will be reviewed on a routine basis

# Welcome

First and foremost, I'd like to thank voters for passing the Warren County Senior Services Levy in November of 2021. The 78 percent who voted "yes" made this the largest winning margin of all similar levies in southwestern Ohio! To me, this confirms that our neighbors recognize the importance of supporting our older adults, who have contributed so much to our community over their lifetimes. In fact, in 2021, the Warren County Elderly Services Program (ESP) – 89 percent of which is funded by the levy – supported 2,593 older adults, up 5 percent over 2020.



The program continues to grow in other ways as well, including the addition of FastTrack Home in 2021. The program supports older adults in their recovery after release from a hospital or nursing home. Evaluation in the facility ensures that temporary services are in place upon the client's discharge. FastTrack Home has proven effective in lowering the number of unnecessary return visits to the hospital.

As 2021 ushered in the second year of the pandemic, related efforts in the county shifted to helping older adults find COVID vaccination appointments, vaccinating them through clinics and coordinating with health departments to bring vaccines to those who are homebound. In addition, residents of our low-income senior apartment buildings continued to receive restaurant meals through the award-winning Comfort Meals Program.

The national home health aide shortage continues to impact our program, but ESP administrator Council on Aging (COA) continues to work on creative solutions to this challenge. One of these is identifying and onboarding a new financial management service provider to make it easier for clients to hire their own aide through ESP's Consumer Directed Care option.

I encourage you to review this printed report, and then scan the QR code to read more. We are truly doing great things in Warren County.

Sincerely,  
Dave Gully  
Chair, Warren County Elderly Services Program Advisory Council

## ESP Is a Community Partnership



**Warren County Commissioners**  
Tom Grossmann, Shannon Jones, David G. Young



**Warren County Elderly Services Program Advisory Council**  
Dave Gully, Chair; Dr. Don Juszczuk, Vice Chair; Chris Ellis; John Lazares; Matt Nolan; Tiffany Zindel



**Administered by Council on Aging**  
4601 Malsbary Drive, Blue Ash, OH 45242  
(513) 721-1025, (800) 252-0155, [www.help4seniors.org](http://www.help4seniors.org)



**Intake and Care Management by Warren County Community Services, Inc.**  
645 Oak St., Lebanon, OH 45036  
(513) 695-2271, [www.wccsi.org](http://www.wccsi.org)

# What Is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 60 and older to remain safe and independent in their homes by providing help with certain activities of daily living (bathing, cleaning, cooking, transportation and more), filling gaps in care that may already be provided by family caregivers.

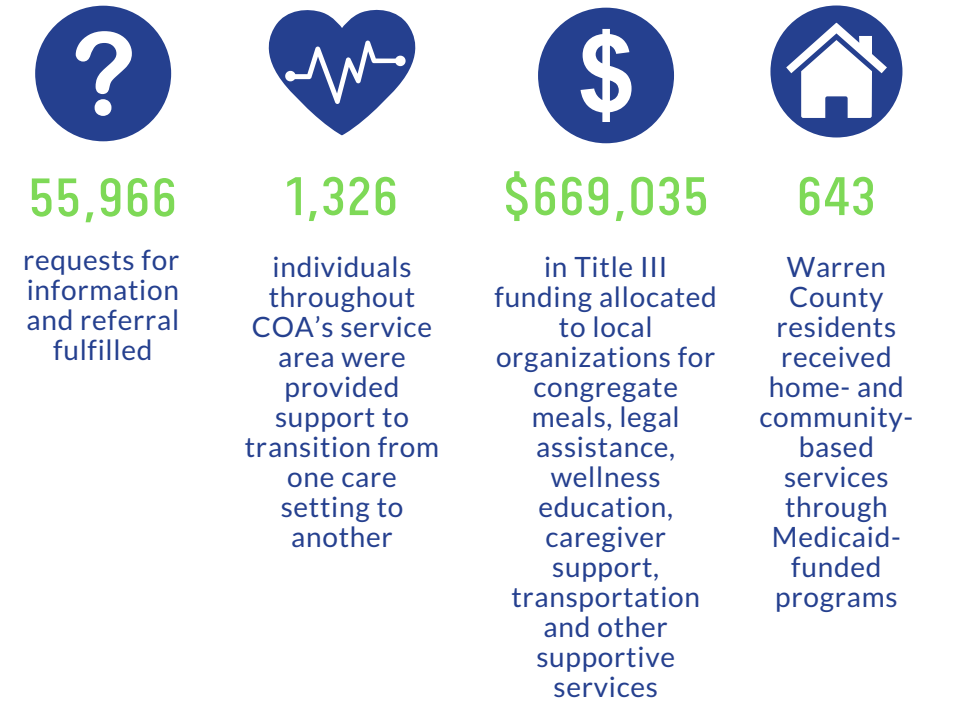
ESP offers flexible care to meet clients' changing needs. Eligibility and care needs are determined by an in-home assessment and a professional care manager coordinates and monitors clients' care. Income is not an eligibility factor for ESP, but some clients have a co-payment based on their income.

The program is operated by Council on Aging (COA) via a contract with Warren County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services under a contract with COA. ESP is a compassionate and cost-effective alternative to nursing home care.



## What Is COA's Role?

COA's responsibilities for ESP in Warren County include: program development; provider management; data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2021:



# WARREN COUNTY Elderly Services Program



# 2021 Annual Report



# 2021

## Client Stats

2,593  
CLIENTS  
SERVED



69%  
FEMALE



31%  
MALE



54%  
LIVE ALONE

86%  
AGE 70+



1,098 DAYS  
AVG TIME ON  
PROGRAM



\$135/MO  
OUT-OF-POCKET  
MEDICAL EXPENSES

\$1,659  
MEAN MONTHLY  
INCOME

Warren County ESP clients are caught in the middle: with income too high to qualify for Medicaid, but too low to pay for private in-home care. They need help with basic activities like personal care and transportation. Between raising a family and going to work, family members help as much as they can, but ESP fills in gaps in care so our older neighbors and loved ones can continue to live independently in their homes and communities. ESP is a program that benefits our entire community.

## Success Stories

To read these full success stories and more, scan the code with your mobile device or visit [www.help4seniors.org/wcesp2021](http://www.help4seniors.org/wcesp2021)



### ESP helps Warren County woman live independently, despite health challenges



Rebecca, 64, is a private, independent woman who draws on her strength each and every day.

Growing up in Lebanon, she is used to the quiet streets that surround her home of 13 years. It's filled with photos - faces of her family smile at her as she watches TV on her couch. Her son's picture hangs in a prominent location where she can always see it.

The Warren County Elderly Services program (ESP) has been a strong partner for Rebecca, lending her a hand and offering peace of mind. Rebecca's health challenges began 15 years ago with an infection in her left foot, leading to the amputation of her left leg 10 years later. ([scan QR code for more](#))

### New financial management services provider makes it easier for ESP clients to hire their own caregiver



As ESP's administrator, COA contracts with organizations to deliver services to clients. Contracts are awarded through a competitive bidding process via requests for proposals (RFPs). The goal of the RFP process is to identify and contract with service providers who can offer the highest quality services at the lowest possible cost in order to serve as many older adults as possible with the available tax dollars.

In September, COA issued an RFP for Financial Management Services (FMS) in the Elderly Services Program. The FMS provider supports ESP clients who utilize the program's consumer-directed care option to recruit and hire their own aides. In this case the ESP client or designated family member is the "employer" and the aide they hire is their "employee." The FMS provider, on the client's behalf, manages all the financial and payroll related responsibilities in addition to criminal background checks that go along with being an "employer." ([scan QR code for more](#))

### Council on Aging helps older adults get COVID-19 vaccinations



Since February 2021, Council on Aging (COA) has played a key role in helping more than 3,000 area older adults get vaccinated against COVID-19, while helping countless others connect to information about the available vaccines.

When Ohio rolled out its statewide COVID-19 vaccination plan in February 2021, older adults were among the first eligible groups to receive a vaccination. However, older adults had difficulty getting vaccinated for two primary reasons: 1) there was not enough vaccine to meet the demand; and 2) most vaccine registration systems required use of a computer or smart phone to make an appointment - a barrier for many older adults.

There was also confusion about where older adults could go for assistance in navigating a fragmented vaccine system. ([scan QR code for more](#))

## Expenses and Revenue

### How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 2002 provides 89 percent of ESP's funding. The most recent tax levy was approved by 78 percent of voters in 2021. The 1.21-mill levy costs property owners \$29.93 per \$100,000 of property valuation annually. COA's goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for southwestern Ohio, including Warren County, COA leverages state and federal funding to cover 9 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

### Revenue

Federal and State (via Council on Aging)	\$644,397
Client Donations and Co-payments	\$135,448
Warren County Elderly Services Levy	\$6,297,147
<b>TOTAL REVENUE</b>	<b>\$7,076,992</b>

### Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,481	21,798 months	\$1,428,373
Home-Delivered Meals	1,403	246,619 meals	\$1,873,247
Electronic Monitoring System	1,380	13,627 months	\$247,977
Home Care Assistance	963	76,853 hours	\$2,016,242
Medical Transportation	257	5,074 one-way trips	\$284,847
FastTrack Home Care Management	174	241 months	\$171,137
Minor Home Repairs	133	164 repairs	\$161,519
Home Medical Equipment	107	153 items	\$25,569
Consumer-Directed Care	68	18,911 months	\$272,547
Independent Living Assistance*	58	2,374 hours	\$38,629
Environmental Services**	14	52 jobs	\$23,020
Kinship Meals***	2	254 meals	\$7,167
Intake and Assessment	N/A	N/A	\$78,542
Administration	N/A	N/A	\$448,178
<b>TOTAL EXPENSES</b>			<b>\$7,076,992</b>

### Additional Expenses

Warren County Commissioners distributed \$45,000 in funds from the senior services levy to the Warren County Department of Human Services' Adult Protective Services Unit.

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

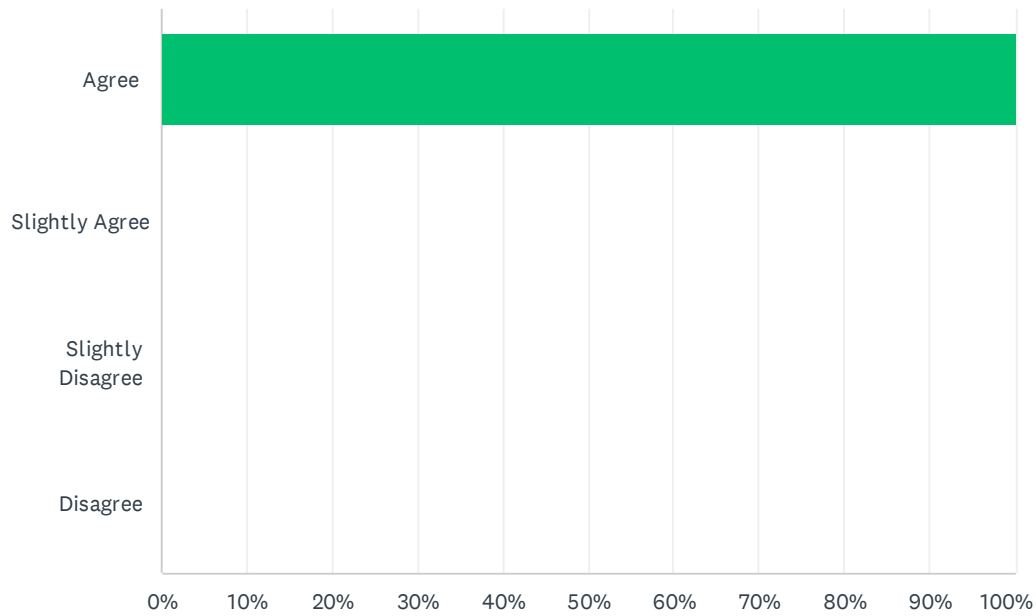
\*\*Pest control, major housekeeping and waste removal.

\*\*\*Service made possible by Federal Older Americans Act funding drawn down by Council on Aging. Levy dollars were not used for this service.

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

## Q1 The agenda content of the meetings are appropriate.

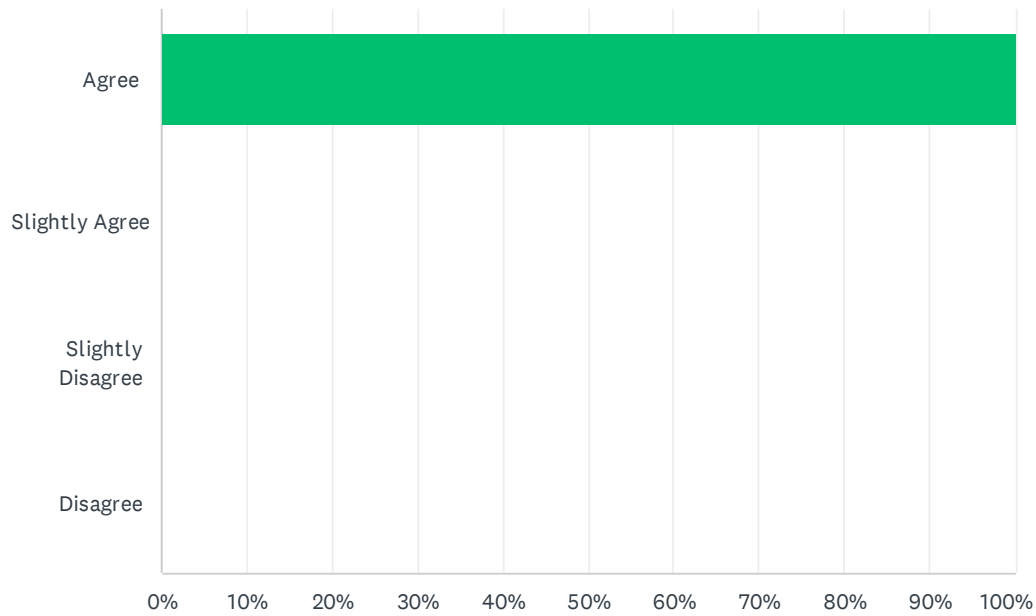
Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

## Q2 The meetings take the right amount of time.

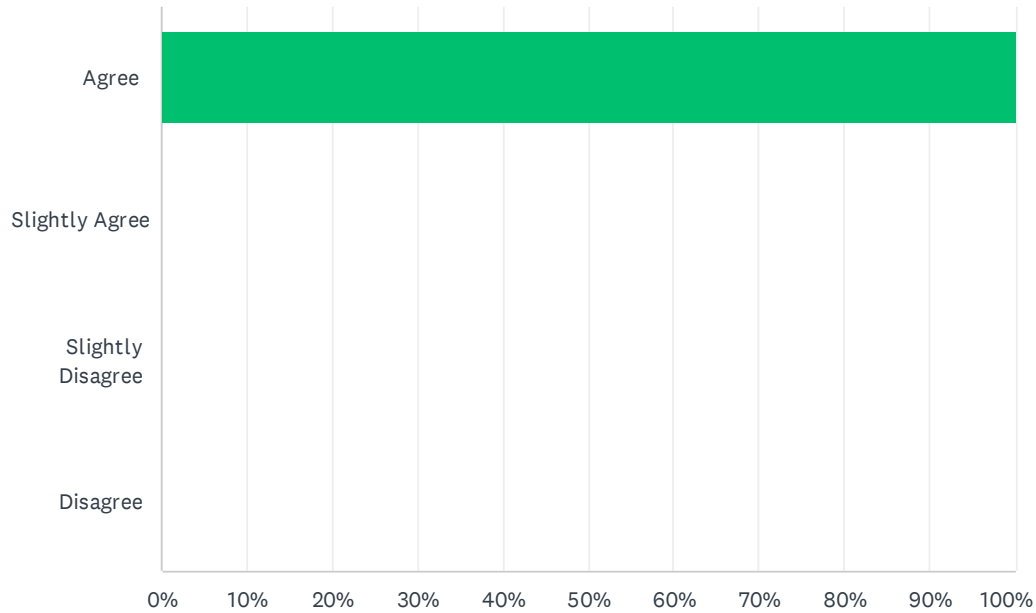
Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

### Q3 The reports and materials provided prior to and at the meeting are helpful.

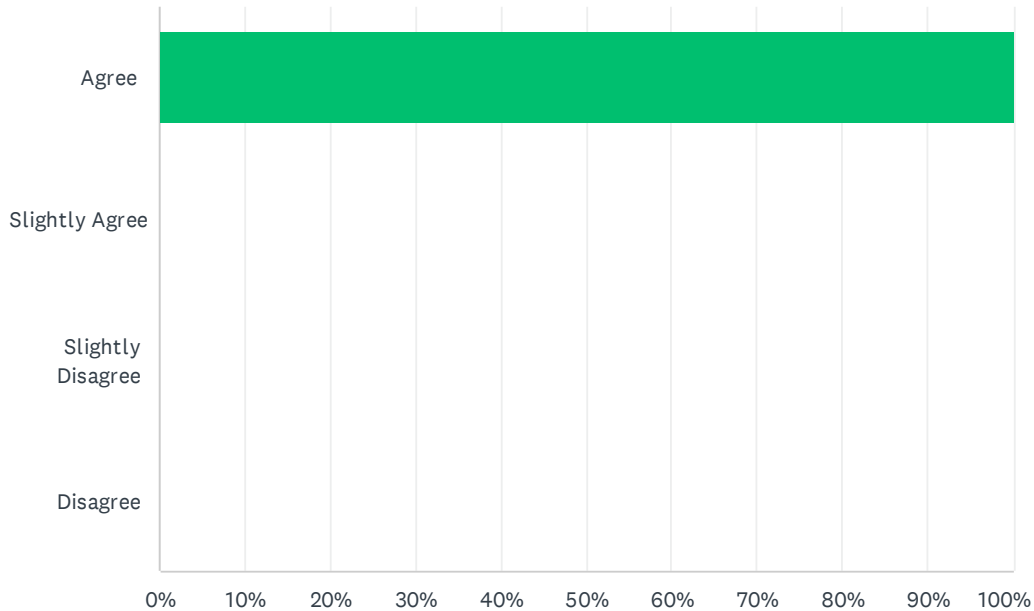
Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

## Q4 I have the opportunity to provide useful input at the meetings that impact the delivery of services to seniors in Warren County.

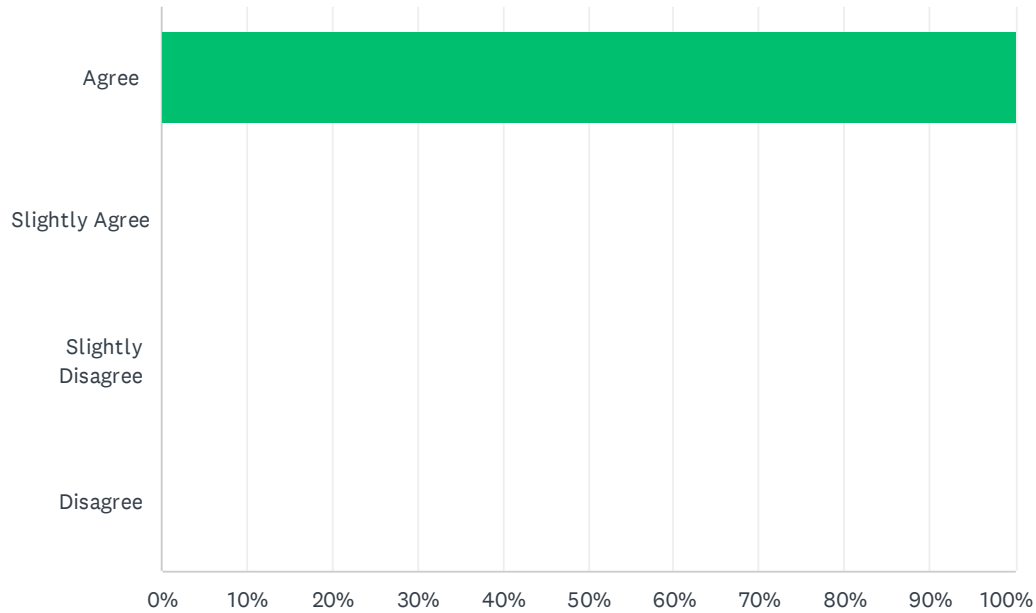
Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

## Q5 Council on Aging provides good and appropriate support for the meetings.

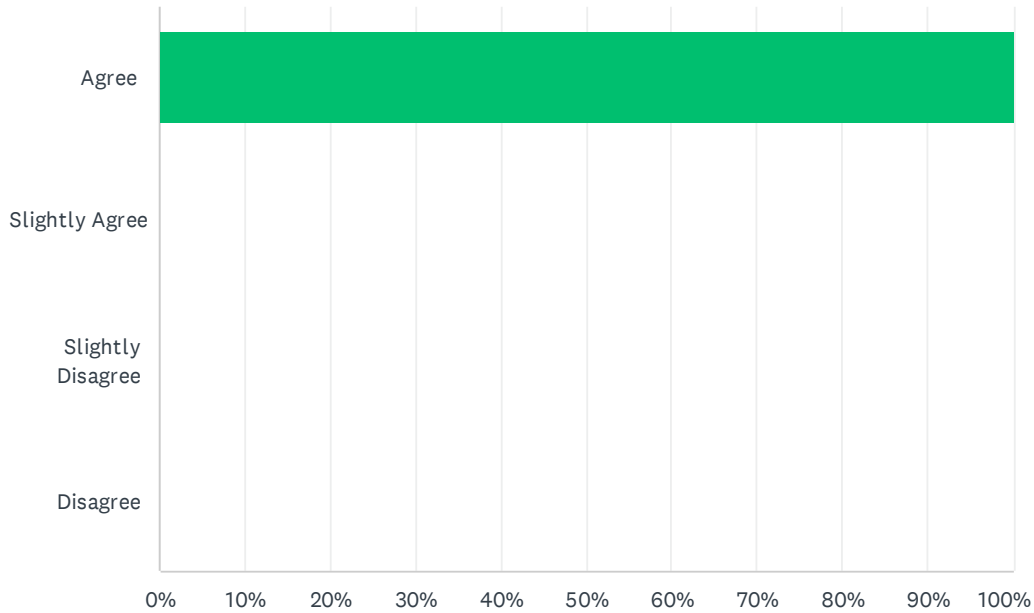
Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

## Q6 My questions are answered appropriately and follow up is provided when needed.

Answered: 5   Skipped: 1



ANSWER CHOICES	RESPONSES	
Agree	100.00%	5
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
TOTAL		5

## Q7 List what is working well.

Answered: 2   Skipped: 4

#	RESPONSES	DATE
1	I believe we are getting accurate and complete numbers of our program and how it is operating.	4/12/2022 9:40 AM
2	not sure	4/12/2022 9:28 AM

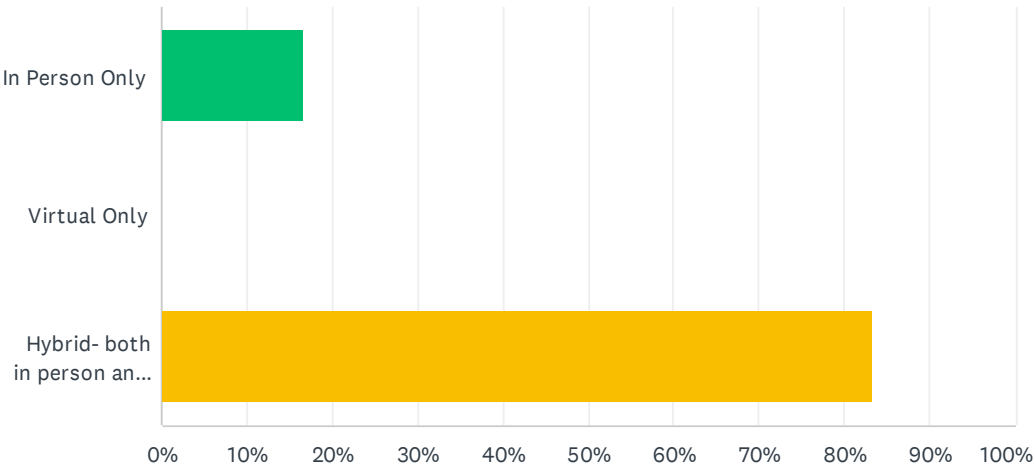
## Q8 List what could be improved.

Answered: 2   Skipped: 4

#	RESPONSES	DATE
1	Woud like more comparisons to neighboring programs to see different options we can try. I would like to encourage more in person, but with hybrid option. Very rarely do I feel people contribute virtually.	4/12/2022 9:40 AM
2	new member	4/12/2022 9:28 AM

Q9 What meeting format do you prefer?

Answered: 6    Skipped: 0



ANSWER CHOICES	RESPONSES	
In Person Only	16.67%	1
Virtual Only	0.00%	0
Hybrid- both in person and virtual options	83.33%	5
TOTAL		6