

## AGENDA

### HCESP Advisory Council Meeting

June 23, 2022, at 2:00 pm – 3:30 pm

COA, Board Room, 461 Malsbary Road, Blue Ash, OH 45242

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m117724cfbf117a3ab9cd25d4135f4312>

Meeting number: 2343 479 3889

Password: pGJ4cCEZm32

#### Join by phone

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Access code: 234 347 93889

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| <b>CALL TO ORDER / WELCOME NEW MEMBERS</b>   | Rose Stertz  |
| <b>APPROVAL OF MINUTES</b><br>❖ March 24, 2022, Minutes (Action Needed)  | Rose Stertz  |
| <b>QUARTERLY REPORTS</b><br>❖ Program Dashboard & Financial Report<br><br>❖ Provider Network Report<br>- Rate Increases & Inflation & Maximum Rates<br>❖ Provider Quality Report- Semiannual   | Stephanie Seyfried & Carl McCullough<br>Lisa Portune<br><br>Lisa Portune                               |
| <b>OLD BUSINESS</b><br>❖ Levy Update<br>- Tax Levy Review Committee & Consultant Report<br>❖ Home52 Transportation Update<br>o Transportation Conditions of Participation and Service Specifications (Action Needed)<br>❖ Utility and Home Repair Assistance Program                         | Suzanne Burke<br><br>Judy Eschmann<br>Lisa Portune<br><br>Kim Clark & Stephanie Seyfried               |
| <b>NEW BUSINESS</b><br>❖ AddnAide Home Health Care App Update<br>o Consumer Directed Care Service Specification Changes (Action Needed)<br>❖ Laundry Delivery Service Specifications (Action Needed)<br>❖ Annual Report<br>❖ Area Plan<br>❖ Advisory Council Meeting Feedback Survey Results | Kate Laubenthal and Anne Sells<br><br>Stephanie Seyfried<br>Anne Sells<br>Suzanne Burke<br>Rose Stertz |
| <b>HEARING THE PUBLIC</b>  | Rose Stertz  |
| <b>ADJOURNMENT</b>   | Rose Stertz  |

### NEXT MEETING

September 22, 2022

**MINUTES**  
**HCESP ADVISORY COUNCIL MEETING**  
**THURSDAY, MARCH 24, 2022 @ 2:00 P.M.**

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**ATTENDANCE**

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|---|---|---|
| <b><i>Members Present:</i></b><br>Lavina Bryant<br>Janice Hunter<br>Diane Slovin<br>Rose Stertz, Chair<br>Matthew Worth | <b><i>COA Staff:</i></b><br>Suzanne Burke<br>Carl McCullough<br>Lisa Portune<br>Monica Schulze<br>Stephanie Seyfried<br>Ken Wilson<br>Natasha Wuebker | <b><i>Guests:</i></b><br>Lisa Webb, Hamilton County |
| <b><i>Excused:</i></b><br>Viola Brown<br>Dimity Orlet<br>Susan Van Amerongen  | <b><i>Facilitator:</i></b><br>Rose Stertz   | <b><i>Scribe:</i></b><br>Heather Junker             |
| <b><i>Absent:</i></b>   |   |   |

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**CALL TO ORDER / INTRODUCTIONS**

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The March 24, 2022, meeting of the HCESP Advisory Council was called to order by Rose Stertz, Chair at 2:01 p.m. New members were welcomed, and introductions were made. The meeting was hybrid with some members in person, and others joining on-line.

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**APPROVAL OF MINUTES**

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Rose Stertz called for a motion to approve the December 2, 2021, Hamilton County Elderly Services Program (HCESP) Advisory Council minutes as presented.

**Motion:** Matthew Worth made the motion to approve the minutes.

**Second:** Janice Hunter seconded the motion.

**Action:** The December 2, 2021, minutes were approved unanimously

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**QUARTERLY REPORTS**

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***Program Dashboard and Financial Report***

Ken reviewed the Program Dashboard. The quarter ended with 5,339 clients enrolled which is a drop of 70 from the prior quarter and a drop of 175 from last year. COA saw enrollment in all of the programs drop in the fourth quarter although they are unsure of the reason behind that. When the pandemic first began in 2020, there was record growth due to individuals enrolling for short term services. There were 508 new enrollments and 610 disenrollments with the top reason being deceased followed by needs otherwise met.

The average cost per client per month increased in the fourth quarter to \$387.60. Some of that is related to rate increases that went into effect on October 1<sup>st</sup>. Ken thinks costs will increase further as they are actively looking at rates as providers are struggling with staffing and rising fuel and food prices. We are experiencing a lot of challenges with service delivery because of rapidly rising costs combined with labor shortages. Rate increases normally go into effect on October 1<sup>st</sup>, but COA is looking at mid-year changes because of all the cost pressures.

Consumer Directed Care (CDC) has experienced a lot of growth, with 207 enrollees in the first quarter and 260 enrollees in the fourth quarter. This growth is due to the staffing shortages in the home care agencies. Home Care Assistance provided through contracted agencies, the number of seniors served has declined due to the staffing shortages. CDC had 24,247 units billed in the fourth quarter and home care assistance had 80,275 units billed.

Fast Track Home (FTH) is the program that allows individuals coming out of a hospital or nursing facility to be enrolled into community services before they are discharged. COA has staff in the hospitals who work with the discharge planner. The goal is to get services set up and provide a smooth transition to the individuals going back home and avoid a readmission. There were 220 new enrollments in the fourth quarter which was an increase, and 202 disenrollments with almost 40% of them moving onto ESP for long term services. Most of the time, individuals don't need the services long term. Referrals for this program come from a very diverse group of hospital settings and nursing homes. The top referral areas include Christ Hospital, the TriHealth Network, and skilled nursing facilities. The average number of days on FTH is 53 days. Top services with FTH include home delivered meals, electronic monitoring systems, and home medical equipment. Home medical equipment includes simple things such as bath benches and grab bars- items that help keep the individual safe.

The average number of days between the intake call and enrollment was 13 days which is one day higher than the target. That is 100% driven by staffing shortages at COA. Part of the design of this report is to keep on top of what's working well and what's not working well. In the fourth quarter, there were 2,416 clients who needed home care assistance and 326, or 13%, of those were not matched with a provider. This is not a good number, but Hamilton County is performing better than Butler and Warren County where the percentage is closer to 40%. This has been trending in the wrong direction for a while. COA is now tracking the number of days a client is waiting to be matched with a home care provider. For those individuals who were matched with a provider, it took an average of 30 days to match them. For those not matched, they have been waiting an average of 85 days. Rose asked that if the growing numbers in fast track home affect these numbers as well since they need services right away. Ken advised that they do as they are seen as a priority but there are staffing shortages in FTH home as well.

A client satisfaction survey is provided to all the individuals enrolled in the program. Overall quality scores for home delivered meals, transportation, and home care assistance are good. Ken did point out that the dependability of the aide is gradually declining because as home care providers have turnover, aides are being reassigned which effects the dependability.

Carl reviewed the Financial Report. Looking at the amount of spending from the levy through the 4<sup>th</sup> quarter, the program needed \$21 million dollars from tax levy appropriations. Compared to the budgeted amount of \$25.9 million, the program is \$4.9 million under budget for the year. The program has also received about \$2.7 million from other funding sources such as CARES Act funding, Title III funding, State Funding, and client copays this program year.

The total amount of the expenses at the end of the 4<sup>th</sup> quarter is \$23.7 million. Compared to the budget, which is \$27.9 million, the program is under budget by \$4.2 million.

Looking only at purchase services, the program is projecting to spend \$17 million in the services. Compared to the budgeted amount of \$20.6 million, the program is under budget by \$3.1 million.

As discussed earlier, Home Care Assistance is having trouble with staffing. This service was budgeted at \$9.9 million, but only \$7.3 million was spent. Another service hit hard by COVID-19 was Adult Day. These facilities were closed the first quarter of the year, and then had to re-open. In most cases they had to recruit staff again. This service finished the year \$470,000 under budget.

The census for both programs finished the year at 5,545 which is lower than budget by 487 clients.

Rose asked if they already set the budget for this year. Carl advised that it was passed in August and presented to the county last fall. Rose asked if they would have an opportunity to amend that based on the rising costs. Carl advised that the rate increases that went into effect back in October were already built into the budget. Ken added that the price increases that weren't anticipated will be monitored and if a budget adjustment is needed, they will have to go to the county with that. They are seeing a lot of underspending because of the staffing challenges and Ken would be surprised if they needed to do that.

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

Lisa gave an overview of the Provider Network Report. The Ohio Department of Health has PPE supplies for Adult Day and home health providers as well as senior centers. COA has sent communications to those specific providers on how to apply for and receive those supplies.

As previously discussed, home care assistance continues to experience significant staff and aide shortages. They continue to meet with the providers to look for ways to streamline those processes and meet client needs.

In June, an RFP was published for the Financial Management Service (FMS) for Consumer Directed Care. COA was working on a really tight timeframe and was trying to avoid a bifurcated tax year. Unfortunately, they did not get an adequate number of submissions. They then worked with a consultant in the field of fiscal intermediary, and she helped develop a new RFP which was published in September. There were six submissions. The high scorer completed a readiness review with the consultant and Palco was chosen as the new FMS provider for the CDC program. They are currently working with their old provider Acumen to transition all of the clients into the Palco system. This will be completed by June.

Active Day, Bayley, and Lincoln Heights Outreach are all open for Adult Day Services. Active Day continues to have a waitlist. Northwest ADS is under new ownership and received an onsite review on March 3<sup>rd</sup>. They are working on a few minor exceptions to be in full compliance. Day Share sent a notification the second week of March that they are working to reopen. Senior Deserved Day has not responded to any communication, and it appears they are permanently closed.

Provider services is looking to add additional transportation providers to support the demand of home52. Three additional providers were added since the last report. Outreach has been completed with 13 agencies since January and five of those are moving forward with the precertification process to become a home52 provider.

Partners in Prime placed their Independent Living Assistance (ILA) program on hold for new referrals due to staffing shortages. Central Connections was able to expand their ILA program and have hired staff. COA recently put out an RFP for ILA and are currently reviewing the responses. Part of the development process for the RFP was to meet with existing providers and COA staff to review the service specifications. Minor revisions were made, and Monica will review those later in the agenda. During those discussions, it became clear that while members were on hold for ILA services, the services needed to continue so that members would not lose their housing and those payments could still be made.

The Senior Farmers Market grant agreement has been signed for the 2022 season and was submitted to the Ohio Department of Aging. With the \$150,000 grant, 10% will be used for administrative costs and 90% will be to cover the value of the coupons. Participation has doubled since last year. In 2022, the plan includes both coupon distribution and as well as bulk produce delivery to select senior housing locations. Applications for ages 60 and over will be available in April for all five counties.

The Restaurant Meal program continues to provide meals to Hamilton, Butler, Warren, and Clinton Counties for seniors who are experiencing isolation and food insecurities. LaRosa's, Taste of Belgium, Frisch's, and Personal Chef Anthony Jordan are providing the meals. In December, 14,226 special holiday meals were delivered to Hamilton County seniors. As of February 28<sup>th</sup>, 23,821 meals have been delivered in Hamilton County.

COA is coordinating with 55 North and Meals on Wheels of Southwest Ohio and Northern Kentucky to pilot an alternate meal option for congregate meal consumers. This will allow members to have a meal swipe card that they can use at specific restaurants with their friends and loved ones. This will help supplement the congregate meal locations.

COA is also looking at a grocery delivery service. This will allow agencies to pick up groceries and deliver to a client's home.

An RFP for Electronic Monitoring Systems (EMS) was planned for this year. However, Guardian Medical Monitoring extended their EMS contract for two years with no rate increase. This will allow COA to do some in depth research on new and improved ways EMS can be used for members.

Structural Compliance Reviews have been completed as desk reviews but through the months of May and June, they will be shifted to onsite.

The RFP schedule for 2022 includes catering, minor home modification, and independent living assistance. Four categories are reviewed when looking at submissions: financial analysis and stability, organization and capabilities overview, personnel staffing and training, and pricing.

Lisa advised there are capacity problems. As previously discussed, there are significant issues with home care assistance staffing shortages. Providers are struggling with rising fuel costs and labor costs as well as laborers moving and not staying with their employers as long. COA is currently looking at a rate

increase to see if that will assist. Home modification providers are difficult providers to find. There is a new contract with the county that focuses on utility assistance and home modification. COA is currently looking at ways to make this process easier, efficient, and more member focused while adhering to their high standards. They are currently brainstorming a caregiver program that would have a set amount that caregivers could be reimbursed for that would allow for a faster, more efficient home modification process.

Ken advised that action needs to be taken on the identified services with a capacity problem because part of their contract with Hamilton County allows for the waiver of competitive bidding for the services that don't have enough providers. This allows COA to go out and recruit other providers to join the network. Matt asked Ken to clarify how this would help. Ken explained that it allows COA to go out and approach companies asking them if they would be willing to provide services for this program. Some companies are not going to respond to an RFP and some of these providers don't have staff on hand to do that type of work. By going out and asking, they have a better chance of attracting business and organizations that can deliver these services that wouldn't respond otherwise. Rose asked if they would be held to the same standards. Ken advised that they would, and the rates would never be more than what was competitively bid.

Rose asked for a motion to allow recruiting new providers without a competitive bid.

**Motion:** Matthew Worth made a motion to approve recruiting new providers without a competitive bid.

**Second:** Janice Hunter seconded the motion.

**Action:** It was unanimously approved to recruit new providers without a competitive bid.

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## **OLD BUSINESS**

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### ***Financial Management Service (FMS) RFP***

Ken gave an overview of the Financial Management Service (FMS) RFP. There were six providers that responded and Palco was awarded the contract. This is a very specialized service because they run the payroll, run background checks, and make sure taxes are paid for the seniors who hire their own care worker. This is closely tied into the home health aide app that COA has been working on for a number of years and that they plan to deploy in April. The app will match seniors who need the services with aides who are willing to deliver those services. Palco will be providing the back end support of that. Their old provider was Acumen, and they are in the process of transitioning over to Palco. It's a big transition process and it's slated to be completed in June. The hope is that the combination of Palco and what they believe to be a better technology supported service, will eliminate a lot of the paperwork. Acumen used a very paper driven process which was cumbersome to the family and the worker. The ultimate goal is to attract more people into this workforce and that they will be drawn to it because of the flexibility.

### ***YOURCARE+ (Chronic Care Management) Pilot Update***

Stephanie gave an update on YOURCARE+ (Chronic Care Management). COA secured a contract with Medical House Calls, LLC to provide chronic care management (CCM) services, which is a billable service under Medicare Part B benefits. CCM is assisting clients with health education and coaching around

chronic conditions such as depression, diabetes, and congestive heart failure. At minimum, they will be providing contact with the client once a month. Fast Track Home clients in Hamilton County that transition onto ESP for long term services will be targeted first. In order to be eligible for the program, they have to have Medicare Part B and two chronic health conditions. They are working to get this is up and running. There will be one staff person who will be the primary person for the pilot. They will have 10 clients to start in a 60 day period. The plan from there is to grow the program and open it up to Hamilton County ESP clients who benefit. This will also help to monitor if someone is having an acute issue. For example, if they need skilled nursing services or a prescription for medical equipment, COA can work with the nurse practitioner at Medical House Calls to obtain what is needed for the client.

Janice asked how they will measure if this program is successful with the 10 clients they are starting with. Stephanie advised they are still working on program measures and outcomes. The big thing with ESP is being payor of last resort and shifting that reimbursement to Medicare Part B. The other measures they still need to define, but it may be unique to the client. For example, if depression is one of their conditions, seeing a difference in their depression whether it be the scoring, or their functional and social changes based off of the intervention.

### ***Levy Update***

Stephanie gave an update on the levy. The levy is up for a renewal this fall. They are currently in process of working with the Tax Levy Review Committee (TLRC). They have requested program information, and financials for the last five years. COA has submitted all documents that the TLRC has requested, and they are currently in process of reviewing those. COA is also working with the tax levy consultant to schedule a time to meet with them and explain ESP as well as Fast Track Home.

The levy campaign committee has been formed and they had their kickoff meeting in February. They are working with Ryan Braun who was the previous campaign consultant and has worked with COA on other levies as well. They are working through a timeline and a budget. Fundraising with network providers has just gotten underway. Jennifer Steel with Meals on Wheels of SW Ohio is their fundraising chair. Ken added that it's a lot of work and the consultant has many files to look through. COA is not hearing anything back from them, which is strange, but they will keep the Advisory Council apprised as they go through the process of getting the levy on the ballot.

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## **NEW BUSINESS**

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### ***Utility Assistance & Home Modification Pilot***

Ken gave an overview of the Utility Assistance and Home Modification Pilot. COA found out that the commissioners committed in their budget to provide utility relief to low income seniors who are not qualified for other assistance. They also wanted to implement emergency home repair for seniors. They approached COA about doing that work which COA agreed to do. Suzanne and Ken attended the commissioner's meeting a week and a half ago to answer some questions and the commissioners reviewed the administrations recommendation to award the funding to COA to administer the pilot program. Suzanne clarified that the money is coming from the levy.

Meanwhile, COA has been working with Duke Energy. They approached COA last summer about some settlement funds they had which allowed seniors in their territory of a certain income requirement to

get a \$300 credit on their utility bill. COA has been actively working with them by identifying seniors, including many in the Hamilton County senior services levy, that are eligible, and sending those qualified residents to Duke to get their \$300 credit. COA's plan is to use the same process as with Duke just in reverse. COA will be identifying people that are eligible and then writing check to Duke from the county to credit their bills.

COA is also setting up the emergency home modification process. This work is already being done through the senior services levy, but this is a bigger group of people because the disability requirements don't apply. This will be based on income and need. With both of these programs, there is a call center with its own unique line and their will be outreach in the community to let people know about these benefits. COA does not have a contract back from the county yet, but they are expecting that within a few weeks. The original plan was to start on April 1<sup>st</sup> but it's probably going to be into April before the contract comes back. Suzanne added that the commissioners put aside a \$1 million in total with the vision of splitting in half, but they are flexible. So, if COA goes out and sees a tremendous need with utilities and they end up with \$600,000, that will be fine. Home mods is a much more complicated process than finding a senior in the community at large who is under 300% of poverty.

Ken explained that part of their goal is to make sure the individual is not eligible for another funding source such as HEAP or the \$300 credit program in use right now. Janice asked if there were federal dollars out there for this type of thing. Suzanne advised there is COVID federal dollars for a variety of things and COA had to put together a plan in what they would utilize those funds for. The county still had funds and part of it has strict definitions. Ken added that the COVID relief he's aware of related to utilities is around somebody who is close to being evicted. He also stated the timing is good because utility bills are going up and a lot of seniors are on fixed incomes. COA will evaluate on how this goes and will provide data back to the Advisory Council.

Rose asked what happens after that \$1 million is gone. Suzanne explained that part of what the county will do then is evaluate this for next year's budget. Given COA's position with home care being a cost driver and underspending so much, there's a lot of available funds for this. Rose stated they have a large plate already, and if the county keeps giving COA more projects, she wants to make sure COA knows their capacity and what they can take on. Suzanne stated it would probably be a lot harder to get going, but since Duke came to them with a process, it's a fit. If COA was having to start that relationship, it would be months down the road before they would get all the agreements in place. COA has been in a fortuitous situation working with Duke because their settlement was initially for \$300,000 and then part of the settlement agreement is there is another \$500,000 to come. So, they don't know when that will come but the interest would be to utilize those funds prior to the local funds. Ken added that process is targeting gas customers and there are a lot of seniors who use electric heat, so they were not qualified.

### ***Independent Living Assistance Service Specification Changes***

Monica reviewed the Independent Living Assistance Service (ILA) Specification changes (**please see handout**). The last RFP was sent out in July 2019. When that RFP went out, four providers were awarded a contract: Central Connections, Partners in Prime, Wesley Community Services, and Cincinnati Area Senior Services. Based on those four providers, three had presence in Hamilton County. Cincinnati Area Senior Services and Wesley Community Services covered all six zones in Hamilton County, while Partners in Prime covered two zones in the county. In May of 2021, Wesley Community Services and Cincinnati Senior Services merged creating Meals on Wheels. When this merge happened, that left only



two providers in the county to cover the ILA service. Currently, Meals on Wheels holds 97.95% of the market share and Partners in Prime holds 2.05% of the market share. As of March 2022, Partners in Prime had to terminate their contract with ILA. They only had one client utilizing ILA and Meals on Wheels was able to pick up that client.

In January of 2022. Monica met with the ILA providers and then met with the COA care management staff to review the service specs in detail to get suggestions for revisions. She wanted to find out what worked well and needs to be improved. As part of that feedback, the providers mentioned they really needed a way to start prioritizing the referrals as they were coming in the door. They wanted to focus on housing needs. They mentioned it was a problem when someone entered rehab, or a nursing facility and they weren't able to provide the ILA service while in the facility. The decision was made to allow those providers to deliver the service while the individual is in a facility. This will be a huge benefit to both the clients and the providers.

An RFP was published on February 15<sup>th</sup> and responses were due back on March 15<sup>th</sup>. COA is currently in the process of scoring and reviewing those proposals. They hope to have the new contracts awarded in early April.

Janice asked if they had any Medicaid clients. Ken advised about 15% of the clients on ESP have Medicaid. Janice also asked if absentee voting is listed in the specifications anywhere. Monica explained that it's not. Ken added that there are rules around that. Family members can assist but he thinks there are rules against other entities helping. Suzanne advised they would have to check into it because an authorized rep may be allowed to help.

Rose asked for a motion to approve the Independent Living Assistance Service Specification Changes.

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

**Second:** Diane Slovin seconded the motion.

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

### ***Maximum Reimbursement Rates***

Ken reviewed the Maximum Reimbursement Rates. These are the very top rates a provider is paid for delivering a particular service. These will probably be changing soon as rates are being reviewed.

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

Ken reviewed the Updated Sliding Fee Scale. This is used for individuals on the program that have a copay. This is updated every year based on the poverty guidelines. The numbers are monthly incomes at which point a copayment is charged for services they receive with the exception of home delivered meals.

## ***Expiring Member Terms***

Rose discussed the expiring member terms. She believes she might be terming out. Rose asked if they ever make exceptions for members to stay on longer. Suzanne advised they will ask because they do it for their own organization for continuity purposes. Rose would like to stay on if the county is willing to make that exception. Suzanne added that COA has other opportunities for her such as their own Advisory Council if the county does not agree to make an exception.

Rose asked if Janice willing to stay on to which she agreed. Suzanne advised she would check on getting Janice reappointed since her term expires in June.

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

Rose advised some people already received theirs via DocuSign. Ken informed Diane she can go ahead and fill hers out and Heather will send them electronically to those attending virtually and those who were not able to attend at all.

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## **HEARING THE PUBLIC**

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No individuals from the public requested to speak.

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## **ADJOURNMENT**

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Suzanne quickly discussed transportation. Right now, home52 transportation coordination is being funded by the levy. This on demand service has only been rolled out into Hamilton County. COA has a couple of strategies around the previously discussed issues they are having with providers. One of the things that came up today was to recruit more small business transportation providers to shift the market share. Another was to approach Hamilton County and ask for some of the transportation contracts in other county departments to be shifted over.

Those conversations are underway and as part of that discussion with both Commissioner Dumas and Commissioner Driehaus, they are meeting with SORTA next week to see what kind of funding they have. They had a huge tax levy passed a while ago and not a lot has been done. The belief is there are millions of dollars at SORTA. Two meetings are occurring. One, Suzanne has a meeting with the CEO at SORTA just to talk about the whole vision of transportation because now that COA has the software and ability to do same day, living room to lobby service, they want to be the vulnerable population transportation coordination system for them. If they don't want to do that, maybe they can shift the money coming out of the levy and replace it with SORTA funds. There is a follow up meeting with Commissioner Driehaus, SORTA and COA to talk through that. This would be a great thing to leverage some of that money into the levy and even greater if they can roll it out broader. Some of these providers who have historically gotten away with really bad service need to get out of the game.

Janice stated they she went to the COA website and pulled the food pantries but there were none listed on the west side of town, and she wondered why that was. Suzanne stated it needs to get updated. Ken thanked her for bringing to that their attention and they will follow up and make sure the website is updated. Suzanne asked if Janice knew if the resources she referred to were affiliated with the Freestore Foodbank at all because that's one way to get the quick list of all of them. Janice advised that

The Neighbors Place is, but she isn't sure about the others. Rose stated she believes one of them is because they ask for money instead of food as their money can go further when they purchase from them.

There being no further business, Rose called for a motion to adjourn the meeting.

**Motion:** Janice Hunter made a motion to adjourn the meeting.

**Second:** Diane Slovin seconded the motion.

**Action:** It was unanimously agreed to adjourn the meeting at 3:28 p.m.

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## **NEXT MEETING**

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June 23, 2022



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

## Highlighted Findings

### 1. Traditional ESP Census Trends

- A. Compared to last year (Quarter 1, 2021), census has decreased by -169 clients (from 5,446 to 5,277) or -3.10%.
  - 1. Short-term clients excluded, census decreased by -168 (from 5,445 to 5,277) or -3.09%
- B. Compared to last quarter (Quarter 4, 2021), census has decreased by -62 clients (from 5,339 to 5,277) or -1.61%.
  - 1. Short-term clients excluded, census decreased by -60 (from 5,337 to 5,277) or -1.12%
- C. Quarter-end census, new enrollments, and disenrollements include clients aged 60 and over who are receiving short-term services as a result of the pandemic.

| Year                               | 2021 | 2021 | 2021 | 2022 |
|------------------------------------|------|------|------|------|
| Quarter                            | Q2   | Q3   | Q4   | Q1   |
| Short-term Clients Added to Census | 0    | 1    | 2    | 0    |
| New Short-term Client Enrollments  | 0    | 1    | 1    | 3    |
| Disenrolled Short-term Clients     | 1    | 0    | 0    | 5    |

### 2. Fast Track Home Census Trends

- A. Average length of stay increased by 2 compared to Quarter 4, 2021 (from 53 to 55).
- B. New Enrollments decreased by 28 compared to Quarter 4, 2021 (from 220 to 192).
- C. Total clients who transferred to ESP from FTH decreased by 13 clients from Quarter 4, 2021 (from 81 to 68).

### 3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$23.3 million through the first quarter, as compared to the budgeted amount of \$25.9 million. The variance is under budget by \$2.6 million or 10.1%.
- B. Total Expenses: The projected expenses incurred through the first quarter is \$25.4 million as compared to \$27.5 million in the budget. The variance is under budget by \$2.1 million or 7.7%.
- C. Purchase Services: The projected expenses were lower by \$2.3 million or 11.7% as compared to budget.

**Quarter-End Census by Program**

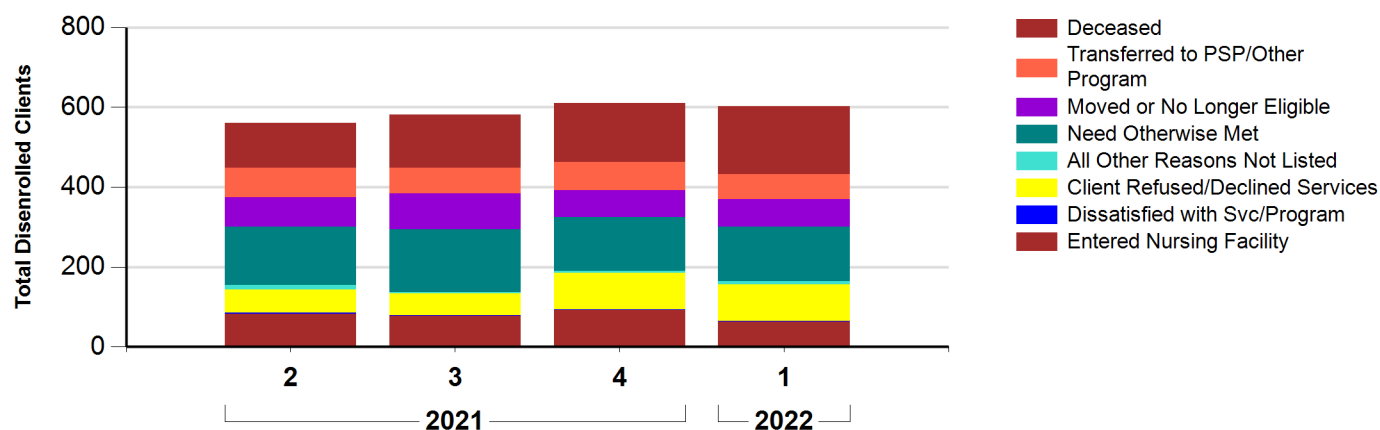
| Year                     | 2021         |              |              | 2022         |
|--------------------------|--------------|--------------|--------------|--------------|
| Quarter                  | 2            | 3            | 4            | 1            |
| <b>ESP</b>               | <b>5,391</b> | <b>5,409</b> | <b>5,337</b> | <b>5,277</b> |
| <b>FTH</b>               | <b>149</b>   | <b>101</b>   | <b>117</b>   | <b>126</b>   |
| <b>Medicaid Programs</b> | <b>3,211</b> | <b>3,317</b> | <b>3,281</b> | <b>3,334</b> |
| Passport                 | 623          | 570          | 557          | 543          |
| Assisted Living          | 109          | 113          | 127          | 96           |
| Molina                   | 979          | 1,098        | 1,106        | 1,111        |
| Aetna                    | 1,500        | 1,536        | 1,491        | 1,584        |

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

| Year               | 2021  |       |       | 2022  |
|--------------------|-------|-------|-------|-------|
| Quarter            | 2     | 3     | 4     | 1     |
| Quarter-End Census | 5,391 | 5,409 | 5,337 | 5,277 |
| New Enrollments    | 499   | 565   | 509   | 504   |
| Disenrollments     | 560   | 581   | 611   | 602   |

**Disenrollment Outcomes**

| Year                             | 2021       |            |            | 2022       |
|----------------------------------|------------|------------|------------|------------|
| Quarter                          | 2          | 3          | 4          | 1          |
| Deceased                         | 112        | 132        | 148        | 169        |
| Transferred to PSP/Other Program | 73         | 65         | 71         | 64         |
| Moved or No Longer Eligible      | 74         | 90         | 67         | 68         |
| Need Otherwise Met               | 146        | 157        | 135        | 137        |
| All Other Reasons Not Listed     | 11         | 3          | 4          | 7          |
| Client Refused/Declined Services | 58         | 55         | 92         | 92         |
| Dissatisfied with Svc/Program    | 3          | 1          | 2          | 2          |
| Entered Nursing Facility         | 83         | 78         | 92         | 63         |
| <b>Total</b>                     | <b>560</b> | <b>581</b> | <b>611</b> | <b>602</b> |



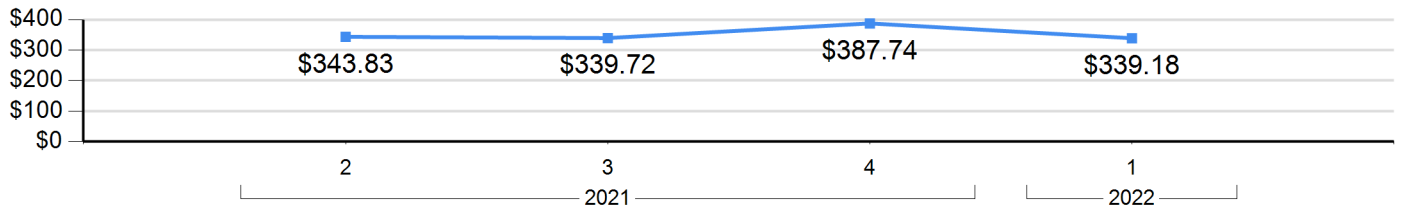
<sup>1</sup> Q4 '20 - Q3 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.

# Hamilton 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             | 208          | 233          | 260          | 272          |
| Electronic Monitoring              | 3,005        | 2,985        | 2,922        | 2,779        |
| Home Care Assistance               | 2,477        | 2,475        | 2,274        | 2,191        |
| Home Delivered Meals               | 2,910        | 2,827        | 2,704        | 2,646        |
| Home Medical Equipment             | 206          | 171          | 195          | 184          |
| Medical Transportation             | 659          | 657          | 644          | 606          |
| Non-Medical Transportation         | 139          | 165          | 190          | 167          |
| Other Services                     | 230          | 214          | 234          | 211          |
| <b>All Services (Unduplicated)</b> | <b>5,421</b> | <b>5,378</b> | <b>5,252</b> | <b>5,140</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     | 20,098  | 21,512  | 24,247  | 24,236  |
| Electronic Monitoring      | 8,898   | 8,978   | 8,707   | 8,318   |
| Home Care Assistance       | 80,974  | 77,678  | 80,275  | 71,768  |
| Home Delivered Meals       | 198,022 | 189,477 | 186,124 | 173,409 |
| Home Medical Equipment     | 270     | 223     | 257     | 240     |
| Medical Transportation     | 8,462   | 7,943   | 8,662   | 7,367   |
| Non-Medical Transportation | 1,135   | 1,200   | 1,705   | 1,668   |
| Other Services             | 2,537   | 3,021   | 2,708   | 2,740   |

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

| Year                       | 2021               |                    |                    | 2022               |
|----------------------------|--------------------|--------------------|--------------------|--------------------|
| Quarter                    | 2                  | 3                  | 4                  | 1                  |
| Consumer Directed Care     | \$292,235          | \$312,016          | \$392,102          | \$321,723          |
| Electronic Monitoring      | \$184,754          | \$189,655          | \$185,780          | \$178,914          |
| Home Care Assistance       | \$1,832,290        | \$1,790,393        | \$2,035,097        | \$1,617,537        |
| Home Delivered Meals       | \$1,396,281        | \$1,276,820        | \$1,252,199        | \$1,228,272        |
| Home Medical Equipment     | \$66,237           | \$65,820           | \$73,798           | \$71,417           |
| Medical Transportation     | \$269,164          | \$386,805          | \$424,777          | \$248,858          |
| Non-Medical Transportation | \$30,666           | \$34,053           | \$30,269           | \$69,774           |
| Other Services             | \$263,704          | \$302,773          | \$228,368          | \$255,346          |
| <b>All Services</b>        | <b>\$4,335,331</b> | <b>\$4,358,336</b> | <b>\$4,622,388</b> | <b>\$3,991,841</b> |

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

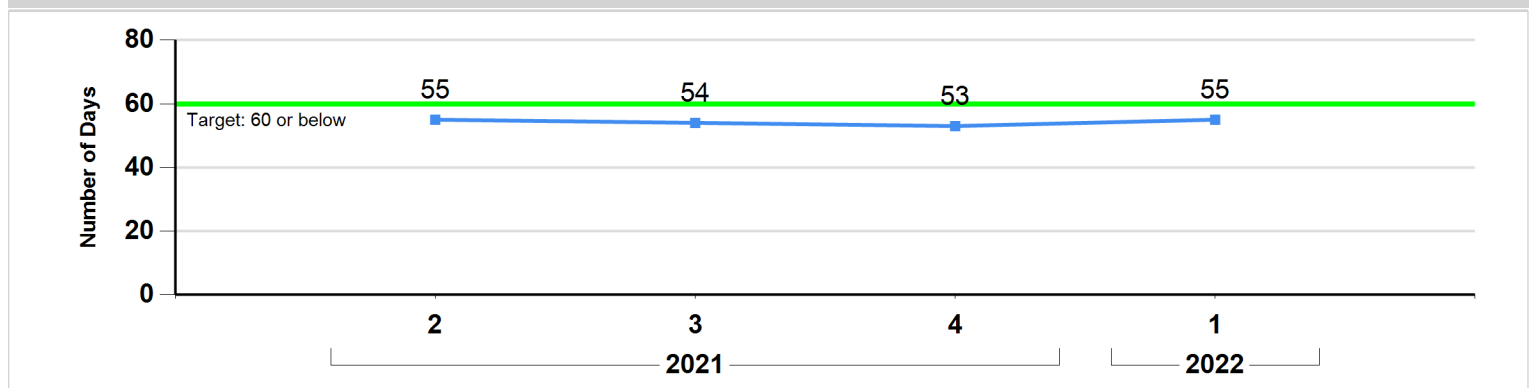
**Total Clients Served, New Enrollments, Disenrollments**

|                            | 2021      |           |           | 2022      |
|----------------------------|-----------|-----------|-----------|-----------|
|                            | Quarter 2 | Quarter 3 | Quarter 4 | Quarter 1 |
| New Enrollments            | 230       | 208       | 220       | 192       |
| Disenrollments             | 190       | 255       | 202       | 189       |
| Clients Transferred to ESP | 72        | 98        | 81        | 68        |
|                            | 37.89%    | 38.43%    | 40.10%    | 35.98%    |

**Enrollment by Setting**

|   | 2021       |            |            | 2022       |
|---|------------|------------|------------|------------|
| Enrollment Setting                        | Quarter 2  | Quarter 3  | Quarter 4  | Quarter 1  |
| Drake Rehab                               | 0          | 4          | 3          | 0          |
| Community                                 | 7          | 13         | 4          | 2          |
| Mercy Hospital Network                    | 42         | 21         | 19         | 37         |
| The Christ Hospital                       | 20         | 21         | 24         | 17         |
| TriHealth Hospital Network                | 52         | 24         | 28         | 31         |
| University of Cincinnati Hospital Network | 13         | 16         | 11         | 11         |
| Veterans Admin - VA                       | 3          | 1          | 3          | 1          |
| Other Hospital                            | 2          | 10         | 7          | 5          |
| Skilled Nursing Facilities                | 41         | 48         | 68         | 42         |
| Rehabilitation Facilities                 | 24         | 17         | 19         | 22         |
| Skilled HHC                               | 0          | 5          | 8          | 0          |
| Not Captured                              | 12         | 7          | 9          | 2          |
| <b>Total</b>                              | <b>216</b> | <b>187</b> | <b>203</b> | <b>170</b> |

**Average Length of Stay**





**Hamilton 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              | 86         | 102        | 91         | 77         |
| Home Care Assistance               | 93         | 112        | 51         | 32         |
| Home Delivered Meals               | 150        | 160        | 140        | 139        |
| Home Medical Equipment             | 104        | 81         | 91         | 108        |
| Home Modification                  | 40         | 44         | 29         | 55         |
| Independent Living                 | 2          | 2          | 0          | 1          |
| Medical Transportation             | 27         | 39         | 30         | 33         |
| Non-Medical Transportation         | 1          | 2          | 4          | 0          |
| <b>All Services (Unduplicated)</b> | <b>261</b> | <b>289</b> | <b>240</b> | <b>232</b> |

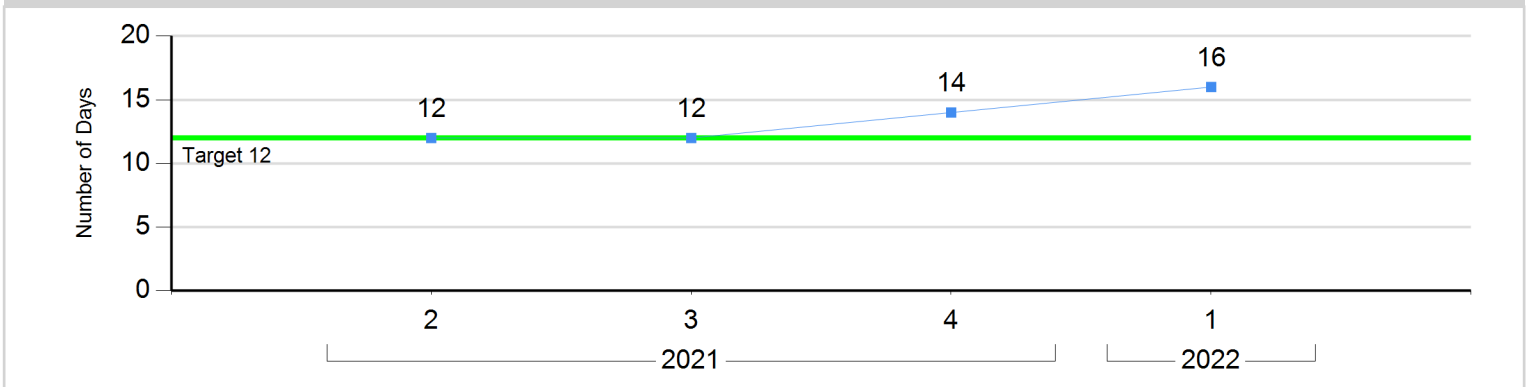
**Units Billed by Service Group** *Reference: Please see page 9 for unit of measure descriptions by service.*

| Year                       | 2021  |       |       | 2022  |
|----------------------------|-------|-------|-------|-------|
| Quarter                    | 2     | 3     | 4     | 1     |
| Electronic Monitoring      | 125   | 144   | 130   | 133   |
| Home Care Assistance       | 869   | 1,307 | 850   | 279   |
| Home Delivered Meals       | 4,332 | 4,325 | 4,078 | 4,155 |
| Home Medical Equipment     | 181   | 149   | 183   | 197   |
| Home Modification          | 45    | 48    | 30    | 60    |
| Independent Living         | 2     | 6     | 0     | 5     |
| Medical Transportation     | 153   | 309   | 141   | 181   |
| Non-Medical Transportation | 2     | 3     | 14    | 0     |

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

| Year                       | 2021            |                  |                 | 2022            |
|----------------------------|-----------------|------------------|-----------------|-----------------|
| Quarter                    | 2               | 3                | 4               | 1               |
| Electronic Monitoring      | \$2,880         | \$3,395          | \$2,983         | \$2,774         |
| Home Care Assistance       | \$19,086        | \$29,211         | \$18,934        | \$5,963         |
| Home Delivered Meals       | \$30,457        | \$29,701         | \$28,161        | \$28,673        |
| Home Medical Equipment     | \$11,768        | \$11,369         | \$18,626        | \$13,779        |
| Home Modification          | \$18,614        | \$17,575         | \$10,831        | \$21,700        |
| Independent Living         | \$162           | \$444            | \$0             | \$408           |
| Medical Transportation     | \$5,559         | \$18,837         | \$10,683        | \$11,633        |
| Non-Medical Transportation | \$104           | \$105            | \$708           | \$0             |
| <b>All Services</b>        | <b>\$88,629</b> | <b>\$110,638</b> | <b>\$90,926</b> | <b>\$84,930</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       | 2416                       | 326                         | 13%                                      | 30   | 85                            |
| 2022 | 1       | 2368                       | 2899                        | 12%                                      | 30   | 142                           |
| 2022 | 2       |                            |                             |  |  |                               |
| 2022 | 3       |                            |                             |  |  |                               |

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

| Year                           | 2021   |        |        | 2022   |
|--------------------------------|--------|--------|--------|--------|
| Quarter                        | 2      | 3      | 4      | 1      |
| Overall Satisfaction           | 97.65% | 98.06% | 98.05% | 98.92% |
| Good Choice of Meals Available | 93.43% | 93.78% | 94.71% | 96.77% |

**Medical Transportation - Client Satisfaction Survey Results**

| Year                                 | 2021   |        |        | 2022   |
|--------------------------------------|--------|--------|--------|--------|
| Quarter                              | 2      | 3      | 4      | 1      |
| Overall Satisfaction                 | 93.82% | 93.54% | 94.97% | 97.15% |
| Service Returns Client Home Promptly | 87.61% | 89.20% | 87.63% | 95.20% |

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

| Year                 | 2021   |        |        | 2022   |
|----------------------|--------|--------|--------|--------|
| Quarter              | 2      | 3      | 4      | 1      |
| Overall Satisfaction | 90.73% | 90.03% | 90.36% | 91.41% |
| Aide is Dependable   | 87.48% | 85.81% | 86.36% | 87.44% |

<sup>1</sup>. As Q4 2021, all data used in Home Care Provider Network Referrals and Capacity metric table is collected and reported out from the ESP RFS tracker.

# Hamilton County ESP

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

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

|   | Annual Actual       | Annual Budget       | Budget Variance    | % Budget Variance |
|---|---------------------|---------------------|--------------------|-------------------|
| <b>Revenue</b>                              |                     |                     |                    |                   |
| Tax Levy Appropriations                     | \$23,276,171        | \$25,889,221        | (\$2,613,050)      | -10.1%            |
| <b>Federal &amp; State Funding</b>          |                     |                     |                    |                   |
| Title III B - Supportive Services           | 109,163             | 250,300             | (141,137)          | -56.4%            |
| Title III C2 - Home Delivered Meals         | 830,532             | 284,173             | 546,359            | 192.3%            |
| Title III E - Caregiver Support             | 215,789             | 175,893             | 39,896             | 22.7%             |
| Alzheimer's                                 | 19,317              | 15,591              | 3,726              | 23.9%             |
| Nutrition Services Incentive Program (NSIP) | 392,253             | 383,208             | 9,045              | 2.4%              |
| Senior Community Services (SCS)             | 32,681              | 102,203             | (69,522)           | -68.0%            |
| <b>Client Contributions</b>                 |                     |                     |                    |                   |
| Client Donations                            | 2,515               | 5,424               | (2,909)            | -53.6%            |
| Co-Pays Received                            | 534,877             | 431,971             | 102,906            | 23.8%             |
| <b>Total Revenue</b>                        | <b>\$25,413,298</b> | <b>\$27,537,984</b> | <b>(2,124,685)</b> | <b>-7.7%</b>      |
| <b>Expenses</b>                             |                     |                     |                    |                   |
| <b>COA Expenses</b>                         |                     |                     |                    |                   |
| Administrative                              | \$1,551,046         | \$1,618,163         | \$67,117           | 4.1%              |
| Intake & Assessment                         | 140,221             | 127,958             | (12,263)           | -9.6%             |
| FTH Case Management                         | 970,781             | 1,016,747           | 45,966             | 4.5%              |
| Case Management                             | 4,100,668           | 3,785,129           | (315,539)          | -8.3%             |
| Program Mgmt Transportation                 | 125,000             | 155,504             | 30,504             | 19.6%             |
| *Utility Assistance Program                 | 1,025,000           | 1,025,000           | 0                  | 0.0%              |
| <b>Total COA Expenses</b>                   | <b>\$7,912,717</b>  | <b>\$7,728,501</b>  | <b>(\$184,216)</b> | <b>-2.4%</b>      |
| <b>Purchased Services</b>                   |                     |                     |                    |                   |
| Home Care Assistance                        | \$6,723,469         | \$7,750,293         | \$1,026,824        | 13.2%             |
| Independent Living                          | 133,730             | 155,034             | 21,304             | 13.7%             |
| Minor Home Modifications                    | 376,716             | 425,657             | 48,941             | 11.5%             |
| Pest Control                                | 64,047              | 47,413              | (16,634)           | -35.1%            |
| Major House Cleaning                        | 52,402              | 38,793              | (13,610)           | -35.1%            |
| Home Medical Equipment                      | 281,349             | 273,483             | (7,866)            | -2.9%             |
| Emergency Response Systems                  | 727,199             | 839,416             | 112,217            | 13.4%             |
| Home Delivered Meals                        | 5,817,823           | 6,850,346           | 1,032,523          | 15.1%             |
| Adult Day Service                           | 298,865             | 695,765             | 396,900            | 57.0%             |
| Adult Day Transportation                    | 64,078              | 126,275             | 62,197             | 49.3%             |
| Medical Transportation                      | 1,275,451           | 1,205,464           | (69,987)           | -5.8%             |
| Non-Medical Transportation                  | 200,664             | 146,722             | (53,942)           | -36.8%            |
| Consumer Directed Care                      | 1,484,787           | 1,254,822           | (229,965)          | -18.3%            |
| <b>Gross Purchased Services</b>             | <b>17,500,581</b>   | <b>19,809,483</b>   | <b>2,308,902</b>   | <b>11.7%</b>      |
| <b>Gross Program Expenses</b>               | <b>\$25,413,298</b> | <b>\$27,537,984</b> | <b>\$2,124,686</b> | <b>7.7%</b>       |
| <b>Client Census</b>                        | <b>5,428</b>        | <b>6,120</b>        | <b>692</b>         | <b>11.3%</b>      |
| <b>Cost of Services per Client</b>          | <b>264.55</b>       | <b>262.96</b>       | <b>(1.59)</b>      | <b>-0.6%</b>      |

<sup>1</sup> Budget includes a 5% contingency in the event of changes to client enrollment and program cost assumptions.

\* Projected year-end census.

## 1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
  - 1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
  - 1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, 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.

## Hamilton County Provider Network Report June 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**

All adult day facilities with a physical presence in Hamilton County are open and are receiving clients. Attendance is still much lower than pre-pandemic numbers.

Northwest ADS is under new ownership and received an on-site review on March 3, 2022. Additionally, the adult day program moved to a new building which is in full compliance with the ESP requirements. Clients began attending the new site located at 6435 Dixie Highway (Butler County) on June 2, 2022.

Senior Deserved Day submitted official notification that they will not be reopening and have decided to permanently shut their doors.

### **Transportation**

Provider Services continues to support adding new agencies to the home52 transportation program. Two additional providers have been added since the last report. Agencies seeking a contract with home52 are having difficulty recruiting drivers, which has prolonged the precertification process.

Updates to the home52 Conditions of Participation and home52 Transportation Service Specification are attached and recommended for approval.

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

Independent Living Assistance (ILA) will have two providers to cover the service, Meals on Wheels of SW Ohio and NKY and Warming Hearts.

Meals on Wheels of SW Ohio and NKY is an existing ILA provider and will continue to cover all zones in the county.

Warming Hearts is a new provider to ILA. They have completed the pre-certification review, completed CareDirector training, and became eligible to accept referrals June 2, 2022. They are covering 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 Meals on Wheels of SW Ohio and NKY and Warming Hearts have the capacity to start accepting new referrals.

| Hamilton County                 |                 |  |
|---------------------------------|-----------------|--|
| Provider Name                   | County          | Zones  |
| Meals on Wheels of SW Ohio & KY | Hamilton County | Central, Downtown, North, Northeast, Southeast, and West |
| Warming Hearts                  | Hamilton County | Central, Downtown, North, Northeast, Southeast, and West |

### 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 Hamilton County include Findlay Market, Lettuce Eat Well Farmers Market, Madeira Farmers Market, Montgomery Farmers Market, Northside Farmers Market, Reading Farmers Market. Participants are also welcome to visit any of the markets in our 5-county area that are approved to accept coupons. Our Harvest Coop and Eden Urban LLC provide produce delivery to select senior housing buildings.

### Meal Programs

The COA Restaurant Meal program continues to deliver comfort meals to Hamilton, Butler, and Warren Counties for seniors who may be experiencing continued isolation or food insecurities during the Pandemic. We have the following participating restaurants: LaRosa's, Taste of Belgium, Frisch's, and Personal Chef Anthony Jordan. COA is evaluating the longevity of the program based upon funding sources available post pandemic. We are currently evaluating strategies on ways incorporate this program into one of our existing programs.

14,226 Special Holiday meals were delivered to Hamilton County Seniors in December 2021.

Since the start of the comfort meal program a total of 231,266 meals have been delivered to area seniors.

2020 - 59,830 meals  
2021 - 128,837 meals  
2022 to date – 42,599 meals

### **Alternate Meal Option Pilot**

COA is coordinating with two providers, 55 North and MOW of SW Ohio & N KY, to pilot a restaurant option for congregate meal consumers. A registered consumer will receive a reloadable swipe card to use at participating restaurants for a meal. COA Dietitians are reviewing Restaurants Menu's and operation details are being finalized. This will allow consumers to choose to receive a meal at a congregate meal location or a participating restaurant.

### **Grocery Delivery Service**

A Request for Qualification (RFQ) will be published in June regarding grocery delivery service.

### **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.

### **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 these increases will be in effect until 9/30/22.

## Structural Compliance Reviews (SCRs) (a highlight indicates a change)

Reviews continue to be conducted as desk reviews until further notice due to the pandemic. A return to field plan has been developed in order to transition back to onsite audits.

| <b>HAMILTON COUNTY ESP STRUCTURAL COMPLIANCE REVIEW<br/>SCHEDULE - 2022</b><br>(please find below the list of Hamilton County Providers of ESP Services and the tentative dates for annual review for 2022.) |                    |                              |
|--|--------------------|------------------------------|
| <b>Hamilton County ESP Providers</b>   | <b>Review Type</b> | <b>Review Tentative Date</b> |
| <b>A Best Home Care, Inc.</b>  | <b>Annual</b>      | <b>Nov-22</b>                |
| <b>A Miracle Home Care</b>   | <b>Annual</b>      | <b>Sept-22</b>               |
| <b>Active Day of Cincinnati</b>  | <b>Annual</b>      | <b>Jun-22</b>                |
| <b>Always There Homecare</b>   | <b>Annual</b>      | <b>May-22</b>                |
| <b>Amaramedical Health Care Services, Inc.</b>   | <b>Annual</b>      | <b>Jan-22</b>                |
| <b>Bayley Adult Day</b>  | <b>Annual</b>      | <b>Oct-22</b>                |
| <b>Comfort and Care Home Health Agency</b>   | <b>Annual</b>      | <b>Jun-22</b>                |
| <b>Day Share Senior Services</b>   | <b>Annual</b>      | <b>Sep-22</b>                |
| <b>Deupree Meals on Wheels</b>   | <b>Annual</b>      | <b>Sept-22</b>               |
| <b>Eastern Personnel Services</b>  | <b>Annual</b>      | <b>Nov-22</b>                |
| <b>Helping Hands Private Duty Homecare</b>   | <b>Annual</b>      | <b>Dec-22</b>                |
| <b>Hillebrand Home Health</b>  | <b>Annual</b>      | <b>Sept-22</b>               |
| <b>Assisted Care by Black Stone</b>  | <b>Annual</b>      | <b>Apr-22</b>                |
| <b>Home Care Network, Inc.</b>   | <b>Annual</b>      | <b>Oct-22</b>                |



|   |        |        |
|---|--------|--------|
| Home First  | Annual | Jun-22 |
| Interim HomeStyles of Greater Cincinnati  | Annual | Oct-22 |
| Kemper Shuttle Services   | Annual | Jan-22 |
| LCD Home Health Agency – Transportation expansion requested and processing in 6/2022          | Annual | Oct-22 |
| Lincoln Heights Outreach  | Annual | Sep-22 |
| Maple Knoll Outreach Services for Seniors   | Annual | Dec-22 |
| Mayerson JCC (Jewish Community Center)  | Annual | Apr-22 |
| Meda-Care Transportation, Inc.  | Annual | Aug-22 |
| MedAdapt Ltd.   | Annual | Jun-22 |
| North College Hill Senior Center  | Annual | Dec-22 |
| Northwest Adult Day Services (Self-Suspended Services – due to begin accepting referrals 6/8) | Annual | Oct-22 |
| Nova Home Care Co.  | Annual | Nov-22 |
| Prime Home Care, LLC  | Annual | Feb-22 |
| PWC   | Annual | Apr-22 |
| Quality Care  | Annual | Jul-22 |
| Senior Deserved Day   | Annual | Closed |
| Senior Helpers of Greater Cincinnati  | Annual | Oct-22 |
| Superior Home Care, Inc.  | Annual | Jul-22 |
| Wesley/Meals on Wheels of Southwest OH & Northern KY  | Annual | Apr-22 |

## 2022 Draft Request for Proposal 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) was 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.

**Hamilton 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          | 20.00           | One Way Trip  |
| Adult Day Service - (Intensive)             | 40.75           | 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)       | 13.41           | Per Meal      |
| Home Medical Equipment (Lift Chair X-Large) | 1,362.00        | Per Unit      |
| Home Care Assistance                        | 7.30            | Per 15 min    |
| Independent Living Assistance               | 20.40           | 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



## Hamilton County



## Provider Quality Report

Quarter 1, 2022

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# Provider Quality Report: Introduction

## Hamilton County ESP

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

#### **General Changes:**

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year(e.g. Quarter 1 is Jan-March).
- Medical Transportation SASI scores for Q4 reflect no data due to the transition of all clients to home52.
- 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                     |
| Homemaking  | 1 unit is equal to 15 minutes                                  | 1 unit = 1 hour                      |
| Personal Care   | 1 unit is equal to 15 minutes                                  | 1 unit = 1 hour                      |
| Respite   | 1 unit is equal to 15 minutes                                  | 1 unit = 1 hour                      |

#### **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

Hamilton County ESP

### Adult Day Service

| Billable Units                |          |          |            |            |            |              |              |              |                      |
|-------------------------------|----------|----------|------------|------------|------------|--------------|--------------|--------------|----------------------|
|                               | 2020     | 2020     | 2020       | 2021       | 2021       | 2021         | 2021         | 2022         |                      |
| Provider Name                 | Q2       | Q3       | Q4         | Q1         | Q2         | Q3           | Q4           | Q1           | Total Billable Units |
| Active Day of Cincinnati      | 1        | 0        | 0          | 6          | 222        | 284          | 264          | 209          | 985                  |
| Bayley Life ADC               | 0        | 0        | 454        | 514        | 719        | 791          | 776          | 746          | 4,000                |
| Day Share Senior Services     | 0        | 0        | 0          | 0          | 0          | 128          | 0            | 0            | 128                  |
| Lincoln Heights Outreach Inc. | 0        | 0        | 0          | 0          | 15         | 199          | 154          | 258          | 625                  |
| <b>Total Billable Units</b>   | <b>1</b> | <b>0</b> | <b>454</b> | <b>520</b> | <b>956</b> | <b>1,402</b> | <b>1,193</b> | <b>1,213</b> | <b>5,738</b>         |

| Market Share                  |                |          |                |                |                |                |                |                |  |
|-------------------------------|----------------|----------|----------------|----------------|----------------|----------------|----------------|----------------|--|
|                               | 2020           | 2020     | 2020           | 2021           | 2021           | 2021           | 2021           | 2022           |  |
| Provider Name                 | Q2             | Q3       | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             |  |
| Active Day of Cincinnati      | 100.00%        | 0        | 0              | 1.15%          | 23.23%         | 20.23%         | 22.13%         | 17.20%         |  |
| Bayley Life ADC               | 0              | 0        | 100.00%        | 98.85%         | 75.25%         | 56.44%         | 65.00%         | 61.53%         |  |
| Day Share Senior Services     | 0              | 0        | 0              | 0              | 0              | 9.13%          | 0              | 0              |  |
| Lincoln Heights Outreach Inc. | 0              | 0        | 0              | 0              | 1.52%          | 14.20%         | 12.87%         | 21.28%         |  |
| <b>Total Market Share</b>     | <b>100.00%</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> |  |

| 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 |
| Active Day of Cincinnati             | 1        | 0        | 0         | 1         | 8         | 10        | 10        | 11        | 7                            |
| Bayley Life ADC                      | 0        | 0        | 22        | 21        | 32        | 36        | 34        | 32        | 30                           |
| Day Share Senior Services            | 0        | 0        | 0         | 0         | 0         | 1         | 0         | 0         | 1                            |
| Lincoln Heights Outreach Inc.        | 0        | 0        | 0         | 0         | 3         | 9         | 7         | 8         | 7                            |
| <b>Total Distinct Clients Served</b> | <b>1</b> | <b>0</b> | <b>22</b> | <b>22</b> | <b>43</b> | <b>56</b> | <b>51</b> | <b>51</b> | <b>14</b>                    |

## Provider Quality Report: Service Metrics

### Hamilton 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         | 19,867        | 17,696        | 17,490        | 18,630        | 20,054        | 21,485        | 24,247        | 24,236        | 163,705              |
| <b>Total Billable Units</b> | <b>19,867</b> | <b>17,696</b> | <b>17,490</b> | <b>18,630</b> | <b>20,054</b> | <b>21,485</b> | <b>24,247</b> | <b>24,236</b> | <b>163,705</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                  | 226        | 208        | 194        | 207        | 207        | 232        | 260        | 272        | 226                          |
| <b>Total Distinct Clients Served</b> | <b>226</b> | <b>208</b> | <b>194</b> | <b>207</b> | <b>207</b> | <b>232</b> | <b>260</b> | <b>272</b> | <b>226</b>                   |

## Provider Quality Report: Service Metrics

Hamilton 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. | 8,910        | 8,922        | 9,111        | 9,068        | 8,898        | 8,978        | 8,707        | 8,318        | 70,910               |
| <b>Total Billable Units</b>       | <b>8,910</b> | <b>8,922</b> | <b>9,111</b> | <b>9,068</b> | <b>8,898</b> | <b>8,978</b> | <b>8,707</b> | <b>8,318</b> | <b>70,910</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.    | 2,954        | 3,009        | 3,025        | 3,025        | 3,005        | 2,985        | 2,922        | 2,779        | 2,963                        |
| <b>Total Distinct Clients Served</b> | <b>2,954</b> | <b>3,009</b> | <b>3,025</b> | <b>3,025</b> | <b>3,005</b> | <b>2,985</b> | <b>2,922</b> | <b>2,779</b> | <b>2,963</b>                 |

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Care Assistance

| Billable Units                                 |               |               |               |               |               |               |               |               |                      |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------|
| Provider Name                                  | 2020<br>Q2    | 2020<br>Q3    | 2020<br>Q4    | 2021<br>Q1    | 2021<br>Q2    | 2021<br>Q3    | 2021<br>Q4    | 2022<br>Q1    | Total Billable Units |
| A Best Home Care, Inc.                         | 0             | 0             | 0             | 0             | 51            | 153           | 174           | 152           | 530                  |
| A Miracle Home Care                            | 16,474        | 16,949        | 18,774        | 18,956        | 21,981        | 24,482        | 24,824        | 24,189        | 166,629              |
| Always There Healthcare LLC                    | 0             | 0             | 0             | 0             | 6             | 474           | 598           | 960           | 2,038                |
| Amaramedical Health Care Services, Inc.        | 5,189         | 5,168         | 6,024         | 6,333         | 6,674         | 6,679         | 6,838         | 5,742         | 48,647               |
| Assisted Care by Black Stone of CIN            | 13,761        | 18,200        | 13,069        | 10,806        | 10,538        | 6,709         | 12,065        | 8,429         | 93,575               |
| Bayley Life ADC                                | 403           | 570           | 14            | 0             | 0             | 0             | 0             | 0             | 986                  |
| Comfort and Care Home Health Agency, Inc.      | 0             | 0             | 0             | 0             | 262           | 922           | 440           | 193           | 1,817                |
| Comfort Keepers                                | 542           | 331           | 331           | 834           | 937           | 393           | 0             | 0             | 3,367                |
| Day Share Senior Services                      | 154           | 202           | 200           | 261           | 327           | 346           | 315           | 278           | 2,080                |
| Eastern Personnel Services, Inc.               | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 1,302         | 1,302                |
| Helping Hands Private Duty Homecare            | 18,486        | 15,088        | 16,860        | 12,906        | 11,388        | 9,647         | 8,193         | 6,165         | 98,731               |
| Hillebrand Home Health                         | 3,701         | 3,996         | 3,625         | 3,540         | 3,896         | 4,058         | 3,745         | 3,528         | 30,088               |
| Interim HomeStyles of Greater Cincinnati, Inc. | 7,126         | 7,317         | 7,321         | 6,567         | 5,518         | 5,079         | 4,569         | 4,565         | 48,063               |
| LCD Home Health Agency                         | 0             | 0             | 0             | 0             | 0             | 0             | 6             | 33            | 39                   |
| Nova Home Care                                 | 3,870         | 4,229         | 4,113         | 3,740         | 4,445         | 4,262         | 4,535         | 4,255         | 33,449               |
| Prime Home Care, LLC                           | 501           | 682           | 893           | 1,026         | 1,113         | 967           | 1,027         | 839           | 7,045                |
| Quality Care                                   | 6,779         | 6,892         | 7,098         | 7,239         | 8,191         | 7,694         | 7,484         | 6,523         | 57,899               |
| SH of Southern Ohio LLC                        | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 32            | 32                   |
| Superior Home Care, Inc.                       | 5,362         | 5,377         | 5,154         | 4,883         | 5,649         | 5,814         | 5,463         | 4,585         | 42,286               |
| <b>Total Billable Units</b>                    | <b>82,345</b> | <b>84,999</b> | <b>83,475</b> | <b>77,089</b> | <b>80,974</b> | <b>77,678</b> | <b>80,275</b> | <b>71,768</b> | <b>638,602</b>       |

| Market Share                                   |                |                |                |                |                |                |                |                |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name                                  | 2020<br>Q2     | 2020<br>Q3     | 2020<br>Q4     | 2021<br>Q1     | 2021<br>Q2     | 2021<br>Q3     | 2021<br>Q4     | 2022<br>Q1     |
| A Best Home Care, Inc.                         | 0              | 0              | 0              | 0              | 0.06%          | 0.20%          | 0.22%          | 0.21%          |
| A Miracle Home Care                            | 20.01%         | 19.94%         | 22.49%         | 24.59%         | 27.15%         | 31.52%         | 30.92%         | 33.70%         |
| Always There Healthcare LLC                    | 0              | 0              | 0              | 0              | 0.01%          | 0.61%          | 0.75%          | 1.34%          |
| Amaramedical Health Care Services, Inc.        | 6.30%          | 6.08%          | 7.22%          | 8.22%          | 8.24%          | 8.60%          | 8.52%          | 8.00%          |
| Assisted Care by Black Stone of CIN            | 16.71%         | 21.41%         | 15.66%         | 14.02%         | 13.01%         | 8.64%          | 15.03%         | 11.74%         |
| Bayley Life ADC                                | 0.49%          | 0.67%          | 0.02%          | 0              | 0              | 0              | 0              | 0              |
| Comfort and Care Home Health Agency, Inc.      | 0              | 0              | 0              | 0              | 0.32%          | 1.19%          | 0.55%          | 0.27%          |
| Comfort Keepers                                | 0.66%          | 0.39%          | 0.40%          | 1.08%          | 1.16%          | 0.51%          | 0              | 0              |
| Day Share Senior Services                      | 0.19%          | 0.24%          | 0.24%          | 0.34%          | 0.40%          | 0.44%          | 0.39%          | 0.39%          |
| Eastern Personnel Services, Inc.               | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 1.81%          |
| Helping Hands Private Duty Homecare            | 22.45%         | 17.75%         | 20.20%         | 16.74%         | 14.06%         | 12.42%         | 10.21%         | 8.59%          |
| Hillebrand Home Health                         | 4.49%          | 4.70%          | 4.34%          | 4.59%          | 4.81%          | 5.22%          | 4.66%          | 4.92%          |
| Interim HomeStyles of Greater Cincinnati, Inc. | 8.65%          | 8.61%          | 8.77%          | 8.52%          | 6.81%          | 6.54%          | 5.69%          | 6.36%          |
| LCD Home Health Agency                         | 0              | 0              | 0              | 0              | 0              | 0              | 0.01%          | 0.05%          |
| Nova Home Care                                 | 4.70%          | 4.98%          | 4.93%          | 4.85%          | 5.49%          | 5.49%          | 5.65%          | 5.93%          |
| Prime Home Care, LLC                           | 0.61%          | 0.80%          | 1.07%          | 1.33%          | 1.37%          | 1.24%          | 1.28%          | 1.17%          |
| Quality Care                                   | 8.23%          | 8.11%          | 8.50%          | 9.39%          | 10.12%         | 9.91%          | 9.32%          | 9.09%          |
| SH of Southern Ohio LLC                        | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 0.04%          |
| Superior Home Care, Inc.                       | 6.51%          | 6.33%          | 6.17%          | 6.33%          | 6.98%          | 7.48%          | 6.81%          | 6.39%          |
| <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> |

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Care Assistance

| 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 |
| A Best Home Care, Inc.                         | 0            | 0            | 0            | 0            | 4            | 6            | 7            | 4            | 5                            |
| A Miracle Home Care                            | 437          | 526          | 548          | 613          | 655          | 770          | 700          | 688          | 617                          |
| Always There Healthcare LLC                    | 0            | 0            | 0            | 0            | 1            | 11           | 21           | 36           | 17                           |
| Amaramedical Health Care Services, Inc.        | 149          | 171          | 214          | 196          | 194          | 195          | 172          | 157          | 181                          |
| Assisted Care by Black Stone of CIN            | 470          | 486          | 448          | 381          | 363          | 296          | 294          | 289          | 378                          |
| Bayley Life ADC                                | 9            | 8            | 5            | 0            | 0            | 0            | 0            | 0            | 7                            |
| Comfort and Care Home Health Agency, Inc.      | 0            | 0            | 0            | 0            | 23           | 36           | 24           | 8            | 23                           |
| Comfort Keepers                                | 10           | 8            | 8            | 11           | 18           | 14           | 0            | 0            | 12                           |
| Day Share Senior Services                      | 2            | 1            | 1            | 5            | 5            | 5            | 5            | 5            | 4                            |
| Eastern Personnel Services, Inc.               | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 43           | 43                           |
| Helping Hands Private Duty Homecare            | 749          | 650          | 570          | 463          | 413          | 370          | 300          | 252          | 471                          |
| Hillebrand Home Health                         | 109          | 110          | 97           | 98           | 110          | 105          | 95           | 87           | 101                          |
| Interim HomeStyles of Greater Cincinnati, Inc. | 230          | 239          | 247          | 225          | 185          | 174          | 148          | 136          | 198                          |
| LCD Home Health Agency                         | 0            | 0            | 0            | 0            | 0            | 0            | 1            | 1            | 1                            |
| Nova Home Care                                 | 91           | 93           | 92           | 87           | 109          | 100          | 102          | 124          | 100                          |
| Prime Home Care, LLC                           | 19           | 22           | 29           | 30           | 26           | 26           | 24           | 22           | 25                           |
| Quality Care                                   | 210          | 239          | 232          | 236          | 253          | 249          | 242          | 218          | 235                          |
| SH of Southern Ohio LLC                        | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 2            | 2                            |
| Superior Home Care, Inc.                       | 161          | 165          | 166          | 171          | 173          | 171          | 159          | 145          | 164                          |
| <b>Total Distinct Clients Served</b>           | <b>2,646</b> | <b>2,718</b> | <b>2,657</b> | <b>2,516</b> | <b>2,532</b> | <b>2,528</b> | <b>2,294</b> | <b>2,217</b> | <b>178</b>                   |

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Delivered Meals

| Billable Units                                   |                |                |                |                |                |                |                |                |                      |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------------|
| Provider Name                                    | 2020<br>Q2     | 2020<br>Q3     | 2020<br>Q4     | 2021<br>Q1     | 2021<br>Q2     | 2021<br>Q3     | 2021<br>Q4     | 2022<br>Q1     | Total Billable Units |
| Cincinnati Area Senior Services Inc              | 88,536         | 89,147         | 89,047         | 83,949         | 26,771         | 0              | 0              | 0              | 377,450              |
| Deupree Meals on Wheels                          | 20,555         | 20,754         | 23,403         | 20,993         | 20,042         | 19,881         | 19,129         | 17,887         | 162,644              |
| Maple Knoll Outreach Services for Seniors        | 16,837         | 16,315         | 16,132         | 15,857         | 15,362         | 15,034         | 14,418         | 13,538         | 123,493              |
| Mayerson JCC (Jewish Community Center)           | 8,326          | 9,197          | 10,007         | 10,023         | 10,908         | 12,271         | 11,833         | 11,286         | 83,851               |
| Meals on Wheels of SW Ohio and Northern Kentucky | 64,491         | 63,542         | 68,321         | 60,461         | 113,520        | 130,456        | 129,658        | 119,922        | 750,371              |
| North College Hill Senior Center                 | 13,868         | 13,623         | 14,330         | 13,078         | 11,419         | 11,835         | 11,121         | 10,811         | 100,085              |
| <b>Total Billable Units</b>                      | <b>212,613</b> | <b>212,578</b> | <b>221,240</b> | <b>204,361</b> | <b>198,022</b> | <b>189,477</b> | <b>186,159</b> | <b>173,444</b> | <b>1,597,894</b>     |

| Market Share                                     |                |                |                |                |                |                |                |                |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name                                    | 2020<br>Q2     | 2020<br>Q3     | 2020<br>Q4     | 2021<br>Q1     | 2021<br>Q2     | 2021<br>Q3     | 2021<br>Q4     | 2022<br>Q1     |
| Cincinnati Area Senior Services Inc              | 41.64%         | 41.94%         | 40.25%         | 41.08%         | 13.52%         | 0              | 0              | 0              |
| Deupree Meals on Wheels                          | 9.67%          | 9.76%          | 10.58%         | 10.27%         | 10.12%         | 10.49%         | 10.28%         | 10.31%         |
| Maple Knoll Outreach Services for Seniors        | 7.92%          | 7.67%          | 7.29%          | 7.76%          | 7.76%          | 7.93%          | 7.74%          | 7.81%          |
| Mayerson JCC (Jewish Community Center)           | 3.92%          | 4.33%          | 4.52%          | 4.90%          | 5.51%          | 6.48%          | 6.36%          | 6.51%          |
| Meals on Wheels of SW Ohio and Northern Kentucky | 30.33%         | 29.89%         | 30.88%         | 29.59%         | 57.33%         | 68.85%         | 69.65%         | 69.14%         |
| North College Hill Senior Center                 | 6.52%          | 6.41%          | 6.48%          | 6.40%          | 5.77%          | 6.25%          | 5.97%          | 6.23%          |
| <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<br>Q2   | 2020<br>Q3   | 2020<br>Q4   | 2021<br>Q1   | 2021<br>Q2   | 2021<br>Q3   | 2021<br>Q4   | 2022<br>Q1   | Avg. Distinct Clients Served |
| Cincinnati Area Senior Services Inc              | 1,232        | 1,268        | 1,263        | 1,199        | 1,021        | 0            | 0            | 0            | 1,197                        |
| Deupree Meals on Wheels                          | 290          | 306          | 313          | 310          | 298          | 295          | 263          | 263          | 292                          |
| Maple Knoll Outreach Services for Seniors        | 255          | 259          | 252          | 245          | 240          | 236          | 220          | 222          | 241                          |
| Mayerson JCC (Jewish Community Center)           | 125          | 155          | 149          | 164          | 167          | 185          | 183          | 171          | 162                          |
| Meals on Wheels of SW Ohio and Northern Kentucky | 918          | 952          | 956          | 959          | 1,988        | 1,953        | 1,886        | 1,841        | 1,432                        |
| North College Hill Senior Center                 | 196          | 199          | 203          | 193          | 182          | 180          | 170          | 166          | 186                          |
| <b>Total Distinct Clients Served</b>             | <b>3,016</b> | <b>3,139</b> | <b>3,136</b> | <b>3,070</b> | <b>3,896</b> | <b>2,849</b> | <b>2,722</b> | <b>2,663</b> | <b>544</b>                   |

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Medical Equipment

| Billable Units                         |            |            |            |            |            |            |            |            |                      |
|--|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
|  | 2020       | 2020       | 2020       | 2021       | 2021       | 2021       | 2021       | 2022       |                      |
| Provider Name                          | Q2         | Q3         | Q4         | Q1         | Q2         | Q3         | Q4         | Q1         | Total Billable Units |
| Advanced Medical Equipment, Inc.       | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1                    |
| American Ramp Systems                  | 36         | 39         | 32         | 25         | 12         | 10         | 11         | 20         | 185                  |
| Berners Medical                        | 124        | 120        | 139        | 159        | 161        | 118        | 160        | 136        | 1,117                |
| Home First                             | 3          | 12         | 20         | 1          | 9          | 14         | 8          | 9          | 76                   |
| Mullaney's Pharmacy & Home Health Care | 40         | 50         | 57         | 57         | 68         | 58         | 63         | 62         | 455                  |
| Stateline Medical Equipment            | 6          | 8          | 6          | 17         | 20         | 23         | 15         | 13         | 108                  |
| <b>Total Billable Units</b>            | <b>210</b> | <b>229</b> | <b>254</b> | <b>259</b> | <b>270</b> | <b>223</b> | <b>257</b> | <b>240</b> | <b>1,942</b>         |

| Market Share                           |                |                |                |                |                |                |                |                |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|  | 2020           | 2020           | 2020           | 2021           | 2021           | 2021           | 2021           | 2022           |
| Provider Name                          | Q2             | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             |
| Advanced Medical Equipment, Inc.       | 0.48%          | 0              | 0              | 0              | 0              | 0              | 0              | 0              |
| American Ramp Systems                  | 17.14%         | 17.03%         | 12.60%         | 9.65%          | 4.44%          | 4.48%          | 4.28%          | 8.33%          |
| Berners Medical                        | 59.05%         | 52.40%         | 54.72%         | 61.39%         | 59.63%         | 52.91%         | 62.26%         | 56.67%         |
| Home First                             | 1.43%          | 5.24%          | 7.87%          | 0.39%          | 3.33%          | 6.28%          | 3.11%          | 3.75%          |
| Mullaney's Pharmacy & Home Health Care | 19.05%         | 21.83%         | 22.44%         | 22.01%         | 25.19%         | 26.01%         | 24.51%         | 25.83%         |
| Stateline Medical Equipment            | 2.86%          | 3.49%          | 2.36%          | 6.56%          | 7.41%          | 10.31%         | 5.84%          | 5.42%          |
| <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 |
| Advanced Medical Equipment, Inc.       | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1                            |
| American Ramp Systems                  | 16         | 14         | 13         | 9          | 6          | 5          | 5          | 8          | 10                           |
| Berners Medical                        | 108        | 93         | 103        | 123        | 129        | 92         | 126        | 112        | 111                          |
| Home First                             | 3          | 12         | 20         | 1          | 9          | 12         | 8          | 9          | 9                            |
| Mullaney's Pharmacy & Home Health Care | 37         | 45         | 55         | 53         | 56         | 56         | 53         | 52         | 51                           |
| Stateline Medical Equipment            | 6          | 8          | 6          | 17         | 20         | 19         | 15         | 11         | 13                           |
| <b>Total Distinct Clients Served</b>   | <b>171</b> | <b>172</b> | <b>197</b> | <b>203</b> | <b>220</b> | <b>184</b> | <b>207</b> | <b>192</b> | <b>38</b>                    |



## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Modification

| Billable Units                       |           |           |           |           |           |           |           |           |                      |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|
|                                      | 2020      | 2020      | 2020      | 2021      | 2021      | 2021      | 2021      | 2022      |                      |
| Provider Name                        | Q2        | Q3        | Q4        | Q1        | Q2        | Q3        | Q4        | Q1        | Total Billable Units |
| Custom Home Elevator & Lift Co. Inc. | 2         | 0         | 0         | 7         | 7         | 4         | 6         | 3         | 29                   |
| Home First                           | 12        | 14        | 32        | 19        | 18        | 24        | 38        | 29        | 186                  |
| MedAdapt Ltd.                        | 22        | 31        | 33        | 37        | 43        | 29        | 20        | 19        | 234                  |
| People Working Cooperatively, Inc.   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 2                    |
| Stateline Medical Equipment          | 6         | 10        | 9         | 7         | 15        | 12        | 18        | 25        | 102                  |
| Tri-State Maintenance                | 7         | 4         | 7         | 5         | 9         | 7         | 8         | 3         | 50                   |
| <b>Total Billable Units</b>          | <b>49</b> | <b>59</b> | <b>81</b> | <b>75</b> | <b>92</b> | <b>76</b> | <b>90</b> | <b>81</b> | <b>603</b>           |

| Market Share                         |                |                |                |                |                |                |                |                |
|--------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|                                      | 2020           | 2020           | 2020           | 2021           | 2021           | 2021           | 2021           | 2022           |
| Provider Name                        | Q2             | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             |
| Custom Home Elevator & Lift Co. Inc. | 4.08%          | 0              | 0              | 9.33%          | 7.61%          | 5.26%          | 6.67%          | 3.70%          |
| Home First                           | 24.49%         | 23.73%         | 39.51%         | 25.33%         | 19.57%         | 31.58%         | 42.22%         | 35.80%         |
| MedAdapt Ltd.                        | 44.90%         | 52.54%         | 40.74%         | 49.33%         | 46.74%         | 38.16%         | 22.22%         | 23.46%         |
| People Working Cooperatively, Inc.   | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 2.47%          |
| Stateline Medical Equipment          | 12.24%         | 16.95%         | 11.11%         | 9.33%          | 16.30%         | 15.79%         | 20.00%         | 30.86%         |
| Tri-State Maintenance                | 14.29%         | 6.78%          | 8.64%          | 6.67%          | 9.78%          | 9.21%          | 8.89%          | 3.70%          |
| <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 |
| Custom Home Elevator & Lift Co. Inc. | 2         | 0         | 0         | 6         | 7         | 4         | 6         | 3         | 5                            |
| Home First                           | 12        | 14        | 30        | 18        | 18        | 22        | 36        | 24        | 22                           |
| MedAdapt Ltd.                        | 19        | 31        | 31        | 37        | 42        | 28        | 20        | 18        | 28                           |
| People Working Cooperatively, Inc.   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 2                            |
| Stateline Medical Equipment          | 6         | 10        | 9         | 7         | 15        | 12        | 17        | 23        | 12                           |
| Tri-State Maintenance                | 5         | 3         | 6         | 5         | 7         | 6         | 8         | 3         | 5                            |
| <b>Total Distinct Clients Served</b> | <b>44</b> | <b>58</b> | <b>76</b> | <b>73</b> | <b>89</b> | <b>72</b> | <b>87</b> | <b>73</b> | <b>15</b>                    |

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Independent Living Assistance

| Billable Units                                   |            |            |            |            |            |            |            |            |                      |
|--|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
|  | 2020       | 2020       | 2020       | 2021       | 2021       | 2021       | 2021       | 2022       |                      |
| Provider Name                                    | Q2         | Q3         | Q4         | Q1         | Q2         | Q3         | Q4         | Q1         | Total Billable Units |
| Cincinnati Area Senior Services Inc              | 96         | 135        | 169        | 188        | 70         | 0          | 0          | 0          | 657                  |
| Meals on Wheels of SW Ohio and Northern Kentucky | 254        | 286        | 252        | 287        | 343        | 410        | 406        | 398        | 2,635                |
| Partners in Prime                                | 45         | 9          | 8          | 7          | 11         | 19         | 9          | 0          | 106                  |
| <b>Total Billable Units</b>                      | <b>395</b> | <b>429</b> | <b>428</b> | <b>482</b> | <b>424</b> | <b>429</b> | <b>414</b> | <b>398</b> | <b>3,398</b>         |

| Market Share                                     |                |                |                |                |                |                |                |                |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|  | 2020           | 2020           | 2020           | 2021           | 2021           | 2021           | 2021           | 2022           |
| Provider Name                                    | Q2             | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             |
| Cincinnati Area Senior Services Inc              | 24.33%         | 31.35%         | 39.35%         | 39.04%         | 16.59%         | 0              | 0              | 0              |
| Meals on Wheels of SW Ohio and Northern Kentucky | 64.39%         | 66.61%         | 58.73%         | 59.55%         | 80.93%         | 95.68%         | 97.95%         | 100.00%        |
| Partners in Prime                                | 11.28%         | 2.04%          | 1.93%          | 1.40%          | 2.48%          | 4.32%          | 2.05%          | 0              |
| <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 |
| Cincinnati Area Senior Services Inc              | 29        | 30        | 51        | 54        | 38         | 0         | 0         | 0         | 40                           |
| Meals on Wheels of SW Ohio and Northern Kentucky | 49        | 46        | 41        | 35        | 72         | 60        | 66        | 62        | 54                           |
| Partners in Prime                                | 4         | 2         | 2         | 3         | 2          | 1         | 1         | 0         | 2                            |
| <b>Total Distinct Clients Served</b>             | <b>82</b> | <b>78</b> | <b>94</b> | <b>92</b> | <b>112</b> | <b>61</b> | <b>67</b> | <b>62</b> | <b>32</b>                    |

## Provider Quality Report: Service Metrics

Hamilton 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                  | 7        | 9        | 11        | 9        | 6        | 16        | 9        | 9        | 76                   |
| <b>Total Billable Units</b> | <b>7</b> | <b>9</b> | <b>11</b> | <b>9</b> | <b>6</b> | <b>16</b> | <b>9</b> | <b>9</b> | <b>76</b>            |

| 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%        | 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> | <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 |
| Home First                           | 7        | 9        | 11        | 9        | 6        | 16        | 9        | 9        | 10                           |
| <b>Total Distinct Clients Served</b> | <b>7</b> | <b>9</b> | <b>11</b> | <b>9</b> | <b>6</b> | <b>16</b> | <b>9</b> | <b>9</b> | <b>10</b>                    |

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Pest Control

| Billable Units                        |           |          |           |           |           |           |           |           |                      |
|---------------------------------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|
|                                       | 2020      | 2020     | 2020      | 2021      | 2021      | 2021      | 2021      | 2022      |                      |
| Provider Name                         | Q2        | Q3       | Q4        | Q1        | Q2        | Q3        | Q4        | Q1        | Total Billable Units |
| All Gone Termite & Pest Control, Inc. | 25        | 0        | 29        | 4         | 22        | 37        | 45        | 30        | 192                  |
| Milt's Termite & Pest Control         | 5         | 3        | 3         | 10        | 13        | 13        | 19        | 15        | 81                   |
| <b>Total Billable Units</b>           | <b>30</b> | <b>3</b> | <b>32</b> | <b>14</b> | <b>35</b> | <b>50</b> | <b>64</b> | <b>45</b> | <b>273</b>           |

| Market Share                          |                |                |                |                |                |                |                |                |
|---------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|                                       | 2020           | 2020           | 2020           | 2021           | 2021           | 2021           | 2021           | 2022           |
| Provider Name                         | Q2             | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             |
| All Gone Termite & Pest Control, Inc. | 83.33%         | 0              | 90.63%         | 28.57%         | 62.86%         | 74.00%         | 70.31%         | 66.67%         |
| Milt's Termite & Pest Control         | 16.67%         | 100.00%        | 9.38%          | 71.43%         | 37.14%         | 26.00%         | 29.69%         | 33.33%         |
| <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 |
| All Gone Termite & Pest Control, Inc. | 13        | 0        | 13        | 3        | 9         | 13        | 17        | 16        | 12                           |
| Milt's Termite & Pest Control         | 2         | 2        | 3         | 4        | 5         | 7         | 10        | 10        | 5                            |
| <b>Total Distinct Clients Served</b>  | <b>15</b> | <b>2</b> | <b>16</b> | <b>7</b> | <b>14</b> | <b>20</b> | <b>27</b> | <b>26</b> | <b>8</b>                     |

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Transportation

| Billable Units                                   |              |               |               |              |              |              |               |              |                      |
|--|--------------|---------------|---------------|--------------|--------------|--------------|---------------|--------------|----------------------|
| Provider Name                                    | 2020<br>Q2   | 2020<br>Q3    | 2020<br>Q4    | 2021<br>Q1   | 2021<br>Q2   | 2021<br>Q3   | 2021<br>Q4    | 2022<br>Q1   | Total Billable Units |
| Cincinnati Area Senior Services Inc              | 121          | 247           | 188           | 251          | 103          | 0            | 0             | 0            | 910                  |
| home52 Transportation                            | 0            | 0             | 0             | 0            | 911          | 5,688        | 10,367        | 9,939        | 26,905               |
| Kemper Shuttle Services                          | 887          | 2,085         | 1,862         | 2,269        | 1,764        | 709          | 0             | 0            | 9,576                |
| Maple Knoll Outreach Services for Seniors        | 514          | 703           | 598           | 496          | 383          | 115          | 0             | 0            | 2,809                |
| Meals on Wheels of SW Ohio and Northern Kentucky | 404          | 0             | 0             | 0            | 149          | 55           | 0             | 0            | 608                  |
| Meda-Care Transportation, Inc.                   | 5,419        | 7,216         | 6,754         | 6,146        | 5,702        | 2,375        | 0             | 0            | 33,612               |
| Universal Transportation Systems                 | 654          | 775           | 721           | 623          | 585          | 201          | 0             | 0            | 3,559                |
| <b>Total Billable Units</b>                      | <b>7,999</b> | <b>11,026</b> | <b>10,123</b> | <b>9,785</b> | <b>9,597</b> | <b>9,143</b> | <b>10,367</b> | <b>9,939</b> | <b>73,235</b>        |

| Market Share                                     |                |                |                |                |                |                |                |                |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name                                    | 2020<br>Q2     | 2020<br>Q3     | 2020<br>Q4     | 2021<br>Q1     | 2021<br>Q2     | 2021<br>Q3     | 2021<br>Q4     | 2022<br>Q1     |
| Cincinnati Area Senior Services Inc              | 1.51%          | 2.24%          | 1.86%          | 2.57%          | 1.07%          | 0              | 0              | 0              |
| home52 Transportation                            | 0              | 0              | 0              | 0              | 9.49%          | 62.21%         | 100.00%        | 100.00%        |
| Kemper Shuttle Services                          | 11.09%         | 18.91%         | 18.39%         | 23.19%         | 18.38%         | 7.75%          | 0              | 0              |
| Maple Knoll Outreach Services for Seniors        | 6.43%          | 6.38%          | 5.91%          | 5.07%          | 3.99%          | 1.26%          | 0              | 0              |
| Meals on Wheels of SW Ohio and Northern Kentucky | 5.05%          | 0              | 0              | 0              | 1.55%          | 0.60%          | 0              | 0              |
| Meda-Care Transportation, Inc.                   | 67.75%         | 65.45%         | 66.72%         | 62.81%         | 59.41%         | 25.98%         | 0              | 0              |
| Universal Transportation Systems                 | 8.18%          | 7.03%          | 7.12%          | 6.37%          | 6.10%          | 2.20%          | 0              | 0              |
| <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<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 | Avg. Distinct Clients Served |
| Cincinnati Area Senior Services Inc              | 22         | 30         | 33         | 38         | 25         | 0          | 0          | 0          | 30                           |
| home52 Transportation                            | 0          | 0          | 0          | 0          | 121        | 601        | 834        | 661        | 554                          |
| Kemper Shuttle Services                          | 71         | 132        | 127        | 167        | 130        | 65         | 0          | 0          | 115                          |
| Maple Knoll Outreach Services for Seniors        | 25         | 44         | 41         | 42         | 41         | 21         | 0          | 0          | 36                           |
| Meals on Wheels of SW Ohio and Northern Kentucky | 58         | 0          | 0          | 0          | 27         | 12         | 0          | 0          | 32                           |
| Meda-Care Transportation, Inc.                   | 352        | 448        | 473        | 473        | 435        | 207        | 0          | 0          | 398                          |
| Universal Transportation Systems                 | 50         | 63         | 57         | 57         | 60         | 36         | 0          | 0          | 54                           |
| <b>Total Distinct Clients Served</b>             | <b>578</b> | <b>717</b> | <b>731</b> | <b>777</b> | <b>839</b> | <b>942</b> | <b>834</b> | <b>661</b> | <b>161</b>                   |

## Provider Quality Report: Satisfaction Metrics

### Hamilton County ESP

#### Hamilton 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 Best Home Care, Inc.                         | 0    | 0    | 0    | 0    | 0    | 1    | 3    | 1    |
| A Miracle Home Care                            | 65   | 171  | 151  | 212  | 169  | 167  | 118  | 128  |
| Always There Healthcare LLC                    | 0    | 0    | 0    | 0    | 0    | 0    | 2    | 4    |
| Amaramedical Health Care Services, Inc.        | 18   | 71   | 48   | 78   | 60   | 49   | 27   | 35   |
| Assisted Care by Black Stone of CIN            | 71   | 162  | 179  | 161  | 150  | 82   | 61   | 53   |
| Comfort and Care Home Health Agency, Inc.      | 0    | 0    | 0    | 0    | 0    | 3    | 0    | 1    |
| Comfort Keepers                                | 0    | 4    | 1    | 4    | 3    | 4    | 0    | 0    |
| Eastern Personnel Services, Inc.               | 0    | 0    | 0    | 0    | 0    | 0    | 7    | 5    |
| Helping Hands Private Duty Homecare            | 88   | 215  | 176  | 178  | 120  | 96   | 54   | 52   |
| Hillebrand Home Health                         | 19   | 38   | 41   | 32   | 36   | 20   | 18   | 15   |
| Interim HomeStyles of Greater Cincinnati, Inc. | 33   | 93   | 94   | 78   | 63   | 43   | 33   | 30   |
| Nova Home Care                                 | 19   | 21   | 30   | 26   | 29   | 17   | 13   | 19   |
| Prime Home Care, LLC                           | 4    | 5    | 7    | 6    | 12   | 8    | 7    | 2    |
| Quality Care                                   | 23   | 81   | 76   | 75   | 72   | 63   | 45   | 37   |
| Superior Home Care, Inc.                       | 16   | 56   | 60   | 61   | 76   | 34   | 32   | 22   |

| Home Delivered Meals                             |      |      |      |      |      |      |      |      |
|--|------|------|------|------|------|------|------|------|
|  | 2020 | 2020 | 2020 | 2021 | 2021 | 2021 | 2021 | 2022 |
| Provider Name                                    | Q2   | Q3   | Q4   | Q1   | Q2   | Q3   | Q4   | Q1   |
| Cincinnati Area Senior Services Inc              | 161  | 412  | 390  | 407  | 101  | 1    | 1    | 0    |
| Deupree Meals on Wheels                          | 37   | 70   | 92   | 88   | 91   | 58   | 48   | 37   |
| Maple Knoll Outreach Services for Seniors        | 35   | 80   | 76   | 85   | 57   | 47   | 43   | 30   |
| Mayerson JCC (Jewish Community Center)           | 13   | 37   | 44   | 56   | 41   | 33   | 24   | 32   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 102  | 302  | 322  | 325  | 555  | 436  | 337  | 313  |
| North College Hill Senior Center                 | 26   | 46   | 56   | 60   | 44   | 41   | 23   | 31   |

| Medical Transportation                           |      |      |      |      |      |      |      |      |
|--|------|------|------|------|------|------|------|------|
|  | 2020 | 2020 | 2020 | 2021 | 2021 | 2021 | 2021 | 2022 |
| Provider Name                                    | Q2   | Q3   | Q4   | Q1   | Q2   | Q3   | Q4   | Q1   |
| Cincinnati Area Senior Services Inc              | 5    | 18   | 22   | 12   | 4    | 0    | 0    | 0    |
| Kemper Shuttle Services                          | 9    | 48   | 52   | 77   | 44   | 21   | 0    | 0    |
| Maple Knoll Outreach Services for Seniors        | 11   | 25   | 24   | 18   | 16   | 5    | 0    | 0    |
| Meals on Wheels of SW Ohio and Northern Kentucky | 12   | 8    | 2    | 1    | 9    | 3    | 0    | 0    |
| Meda-Care Transportation, Inc.                   | 85   | 249  | 249  | 246  | 221  | 74   | 0    | 1    |
| Universal Transportation Systems                 | 18   | 42   | 36   | 31   | 29   | 7    | 0    | 0    |

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

### Hamilton 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 Best Home Care, Inc.                         | No Data | No Data | No Data | No Data | No Data | 100.0%  | 83.3%   | 100.0%  |
| A Miracle Home Care                            | 95.4%   | 90.3%   | 91.8%   | 88.3%   | 90.5%   | 92.2%   | 91.4%   | 91.3%   |
| Always There Healthcare LLC                    | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 97.5%   |
| Amaramedical Health Care Services, Inc.        | 92.1%   | 89.2%   | 92.2%   | 92.0%   | 91.2%   | 83.5%   | 82.3%   | 85.0%   |
| Assisted Care by Black Stone of CIN            | 92.9%   | 92.2%   | 92.6%   | 87.2%   | 86.5%   | 89.5%   | 93.7%   | 93.0%   |
| Comfort and Care Home Health Agency, Inc.      | No Data | No Data | No Data | No Data | No Data | 86.7%   | No Data | 80.0%   |
| Comfort Keepers                                | No Data | 100.0%  | 90.0%   | 100.0%  | 100.0%  | 65.0%   | No Data | No Data |
| Eastern Personnel Services, Inc.               | No Data | No Data | No Data | No Data | No Data | No Data | 71.4%   | 58.0%   |
| Helping Hands Private Duty Homecare            | 93.0%   | 88.8%   | 89.2%   | 91.7%   | 90.2%   | 85.1%   | 88.6%   | 88.2%   |
| Hillebrand Home Health                         | 95.2%   | 98.7%   | 99.5%   | 97.4%   | 98.9%   | 100.0%  | 96.0%   | 98.7%   |
| Interim HomeStyles of Greater Cincinnati, Inc. | 96.9%   | 92.9%   | 93.7%   | 91.5%   | 88.4%   | 90.5%   | 87.1%   | 92.3%   |
| Nova Home Care                                 | 95.5%   | 94.2%   | 96.7%   | 93.7%   | 90.6%   | 96.3%   | 95.3%   | 98.9%   |
| Prime Home Care, LLC                           | 100.0%  | 81.5%   | 100.0%  | 77.0%   | 98.3%   | 90.8%   | 98.6%   | 100.0%  |
| Quality Care                                   | 89.8%   | 91.2%   | 96.5%   | 95.0%   | 92.7%   | 88.7%   | 86.9%   | 92.6%   |
| Superior Home Care, Inc.                       | 98.7%   | 97.2%   | 97.1%   | 97.9%   | 93.8%   | 96.1%   | 92.2%   | 95.9%   |

| Are the people at [HCA Service Provider] responsive? |         |         |         |         |         |         |         |         |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 90.2%                            |         |         |         |         |         |         |         |         |
| ½ Historical Standard Deviation: 5.4%                |         |         |         |         |         |         |         |         |
| Provider Name  | 2020    | 2020    | 2020    | 2021    | 2021    | 2021    | 2021    | 2022    |
|  | Q2      | Q3      | Q4      | Q1      | Q2      | Q3      | Q4      | Q1      |
| A Best Home Care, Inc.                               | No Data | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                                  | 91.5%   | 90.5%   | 93.0%   | 86.2%   | 91.4%   | 90.3%   | 89.6%   | 90.3%   |
| Always There Healthcare LLC                          | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  |
| Amaramedical Health Care Services, Inc.              | 86.7%   | 83.1%   | 90.9%   | 88.4%   | 87.7%   | 78.0%   | 78.9%   | 81.3%   |
| Assisted Care by Black Stone of CIN                  | 93.7%   | 92.9%   | 92.9%   | 86.2%   | 84.0%   | 89.0%   | 96.0%   | 93.3%   |
| Comfort and Care Home Health Agency, Inc.            | No Data | No Data | No Data | No Data | No Data | 100.0%  | No Data | 100.0%  |
| Comfort Keepers                                      | No Data | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 50.0%   | No Data | No Data |
| Eastern Personnel Services, Inc.                     | No Data | No Data | No Data | No Data | No Data | No Data | 71.4%   | 40.0%   |
| Helping Hands Private Duty Homecare                  | 96.3%   | 92.3%   | 87.9%   | 90.7%   | 90.8%   | 83.1%   | 83.3%   | 90.7%   |
| Hillebrand Home Health                               | 94.4%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 94.1%   | 100.0%  |
| Interim HomeStyles of Greater Cincinnati, Inc.       | 100.0%  | 94.9%   | 95.5%   | 88.1%   | 87.0%   | 89.2%   | 88.9%   | 87.5%   |
| Nova Home Care                                       | 100.0%  | 95.0%   | 100.0%  | 95.2%   | 92.6%   | 100.0%  | 92.3%   | 100.0%  |
| Prime Home Care, LLC                                 | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 87.5%   | 100.0%  | 100.0%  |
| Quality Care   | 90.9%   | 92.2%   | 100.0%  | 95.7%   | 94.2%   | 91.7%   | 97.6%   | 91.2%   |
| Superior Home Care, Inc.                             | 100.0%  | 96.0%   | 100.0%  | 98.1%   | 92.6%   | 100.0%  | 93.3%   | 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>

### Hamilton County ESP

#### Home Care Assistance SASI Scores

| Do the people at [HCA Service Provider] let you know about changes to your service? |            |            |            |            |            |            |            |            |
|---|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 88.4%   |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 6.7%   |            |            |            |            |            |            |            |            |
| Provider Name   | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.  | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     | 100.0%     |
| A Miracle Home Care   | 91.1%      | 89.5%      | 89.5%      | 81.9%      | 88.7%      | 91.4%      | 88.5%      | 86.7%      |
| Always There Healthcare LLC   | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.   | 85.7%      | 81.0%      | 84.1%      | 89.2%      | 85.7%      | 72.7%      | 84.2%      | 84.8%      |
| Assisted Care by Black Stone of CIN   | 94.4%      | 89.3%      | 86.9%      | 84.9%      | 84.0%      | 86.1%      | 94.1%      | 88.6%      |
| Comfort and Care Home Health Agency, Inc.   | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | No Data    | 100.0%     |
| Comfort Keepers   | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 50.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.  | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 40.0%      |
| Helping Hands Private Duty Homecare   | 92.4%      | 87.3%      | 87.5%      | 93.0%      | 85.2%      | 86.4%      | 88.0%      | 82.6%      |
| Hillebrand Home Health  | 89.5%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 88.9%      | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc.                                      | 96.8%      | 92.4%      | 94.3%      | 89.4%      | 89.3%      | 92.5%      | 84.6%      | 96.2%      |
| Nova Home Care  | 87.5%      | 94.7%      | 100.0%     | 95.2%      | 92.9%      | 100.0%     | 91.7%      | 100.0%     |
| Prime Home Care, LLC  | 100.0%     | 60.0%      | 100.0%     | 80.0%      | 100.0%     | 87.5%      | 100.0%     | 100.0%     |
| Quality Care  | 81.8%      | 90.7%      | 97.1%      | 94.1%      | 92.6%      | 86.9%      | 92.9%      | 88.2%      |
| Superior Home Care, Inc.  | 100.0%     | 94.0%      | 93.1%      | 100.0%     | 88.4%      | 100.0%     | 89.7%      | 90.5%      |

| Do you have the same aide each time?           |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 84.2%                      |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 6.9%          |            |            |            |            |            |            |            |            |
| Provider Name                                  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                         | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 66.7%      | 100.0%     |
| A Miracle Home Care                            | 93.8%      | 82.2%      | 89.3%      | 83.0%      | 83.9%      | 83.2%      | 83.1%      | 81.6%      |
| Always There Healthcare LLC                    | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 75.0%      |
| Amaramedical Health Care Services, Inc.        | 94.4%      | 84.3%      | 77.1%      | 87.2%      | 86.4%      | 81.6%      | 70.4%      | 85.3%      |
| Assisted Care by Black Stone of CIN            | 82.6%      | 83.3%      | 87.1%      | 76.4%      | 75.7%      | 84.0%      | 83.6%      | 90.2%      |
| Comfort and Care Home Health Agency, Inc.      | No Data    | No Data    | No Data    | No Data    | No Data    | 66.7%      | No Data    | 0.0%       |
| Comfort Keepers                                | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.               | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 57.1%      | 0.0%       |
| Helping Hands Private Duty Homecare            | 71.3%      | 63.7%      | 66.3%      | 67.6%      | 70.9%      | 54.3%      | 66.7%      | 72.0%      |
| Hillebrand Home Health                         | 84.2%      | 92.1%      | 97.6%      | 93.8%      | 97.2%      | 100.0%     | 100.0%     | 86.7%      |
| Interim HomeStyles of Greater Cincinnati, Inc. | 93.9%      | 83.7%      | 89.0%      | 84.6%      | 77.8%      | 81.0%      | 75.0%      | 86.7%      |
| Nova Home Care                                 | 88.9%      | 85.7%      | 86.7%      | 88.5%      | 62.1%      | 87.5%      | 84.6%      | 100.0%     |
| Prime Home Care, LLC                           | 100.0%     | 80.0%      | 100.0%     | 83.3%      | 83.3%      | 75.0%      | 100.0%     | 100.0%     |
| Quality Care                                   | 73.9%      | 77.8%      | 81.6%      | 86.5%      | 80.6%      | 71.4%      | 64.4%      | 83.3%      |
| Superior Home Care, Inc.                       | 100.0%     | 92.9%      | 90.0%      | 93.3%      | 90.7%      | 88.2%      | 87.1%      | 86.4%      |

<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>

### Hamilton County ESP

#### Home Care Assistance SASI Scores

| Do you like the way your aide treats you?      |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 97.0%                      |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 2.7%          |            |            |            |            |            |            |            |            |
| Provider Name                                  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                         | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     | 100.0%     |
| A Miracle Home Care                            | 100.0%     | 97.6%      | 98.7%      | 97.1%      | 97.0%      | 98.2%      | 97.5%      | 99.2%      |
| Always There Healthcare LLC                    | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.        | 94.4%      | 97.1%      | 100.0%     | 98.7%      | 96.7%      | 93.8%      | 85.2%      | 88.6%      |
| Assisted Care by Black Stone of CIN            | 100.0%     | 96.9%      | 98.3%      | 96.8%      | 96.6%      | 98.8%      | 98.4%      | 100.0%     |
| Comfort and Care Home Health Agency, Inc.      | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | No Data    | 100.0%     |
| Comfort Keepers                                | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.               | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 85.7%      | 80.0%      |
| Helping Hands Private Duty Homecare            | 100.0%     | 96.7%      | 99.4%      | 98.9%      | 98.3%      | 97.9%      | 98.1%      | 100.0%     |
| Hillebrand Home Health                         | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0%     | 97.8%      | 98.9%      | 97.4%      | 96.8%      | 97.7%      | 100.0%     | 96.7%      |
| Nova Home Care                                 | 100.0%     | 95.2%      | 100.0%     | 100.0%     | 93.1%      | 100.0%     | 100.0%     | 100.0%     |
| Prime Home Care, LLC                           | 100.0%     | 100.0%     | 100.0%     | 83.3%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Quality Care                                   | 100.0%     | 96.3%      | 98.7%      | 98.7%      | 98.6%      | 96.8%      | 95.6%      | 100.0%     |
| Superior Home Care, Inc.                       | 100.0%     | 98.2%      | 100.0%     | 100.0%     | 97.4%      | 100.0%     | 96.9%      | 100.0%     |

| Do you trust your aide?                        |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 94.9%                      |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 3.4%          |            |            |            |            |            |            |            |            |
| Provider Name                                  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                         | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     | 100.0%     |
| A Miracle Home Care                            | 96.8%      | 92.8%      | 94.6%      | 94.3%      | 94.6%      | 96.4%      | 96.6%      | 98.4%      |
| Always There Healthcare LLC                    | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.        | 94.4%      | 94.1%      | 100.0%     | 96.2%      | 96.6%      | 89.6%      | 88.5%      | 85.7%      |
| Assisted Care by Black Stone of CIN            | 95.7%      | 95.1%      | 96.1%      | 94.2%      | 94.0%      | 97.6%      | 93.4%      | 96.1%      |
| Comfort and Care Home Health Agency, Inc.      | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | No Data    | 100.0%     |
| Comfort Keepers                                | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.               | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 80.0%      |
| Helping Hands Private Duty Homecare            | 96.6%      | 94.3%      | 98.3%      | 95.4%      | 96.6%      | 94.7%      | 98.1%      | 94.2%      |
| Hillebrand Home Health                         | 94.7%      | 97.4%      | 100.0%     | 96.8%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0%     | 96.7%      | 95.7%      | 93.5%      | 92.1%      | 97.7%      | 93.8%      | 100.0%     |
| Nova Home Care                                 | 100.0%     | 95.2%      | 96.7%      | 92.3%      | 93.1%      | 100.0%     | 92.3%      | 100.0%     |
| Prime Home Care, LLC                           | 100.0%     | 80.0%      | 100.0%     | 83.3%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Quality Care                                   | 95.7%      | 93.8%      | 100.0%     | 96.0%      | 97.2%      | 95.2%      | 91.1%      | 94.4%      |
| Superior Home Care, Inc.                       | 100.0%     | 98.2%      | 98.3%      | 96.7%      | 94.7%      | 100.0%     | 93.5%      | 95.5%      |

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

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

### Hamilton 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<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                         | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 66.7%      | 100.0%     |
| A Miracle Home Care                            | 96.9%      | 93.5%      | 92.7%      | 94.7%      | 91.1%      | 95.2%      | 94.1%      | 96.8%      |
| Always There Healthcare LLC                    | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.        | 94.4%      | 94.3%      | 95.8%      | 97.4%      | 95.0%      | 87.8%      | 88.9%      | 85.7%      |
| Assisted Care by Black Stone of CIN            | 94.2%      | 95.1%      | 97.2%      | 91.1%      | 90.6%      | 96.3%      | 100.0%     | 98.1%      |
| Comfort and Care Home Health Agency, Inc.      | No Data    | No Data    | No Data    | No Data    | No Data    | 66.7%      | No Data    | 100.0%     |
| Comfort Keepers                                | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.               | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 80.0%      |
| Helping Hands Private Duty Homecare            | 95.5%      | 93.8%      | 92.6%      | 97.1%      | 95.8%      | 95.8%      | 94.4%      | 86.5%      |
| Hillebrand Home Health                         | 100.0%     | 100.0%     | 100.0%     | 96.9%      | 97.2%      | 100.0%     | 94.4%      | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc. | 97.0%      | 97.8%      | 94.7%      | 96.2%      | 88.7%      | 97.7%      | 93.8%      | 96.7%      |
| Nova Home Care                                 | 94.7%      | 95.2%      | 96.7%      | 96.2%      | 93.1%      | 100.0%     | 100.0%     | 100.0%     |
| Prime Home Care, LLC                           | 100.0%     | 80.0%      | 100.0%     | 83.3%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Quality Care                                   | 91.3%      | 96.3%      | 97.3%      | 97.3%      | 94.4%      | 95.2%      | 91.1%      | 100.0%     |
| Superior Home Care, Inc.                       | 100.0%     | 100.0%     | 98.3%      | 100.0%     | 97.4%      | 94.1%      | 93.8%      | 95.5%      |

| Does your aide do the things you ask them to do? |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 95.7%                        |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 3.0%            |            |            |            |            |            |            |            |            |
| Provider Name                                    | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                           | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 66.7%      | 100.0%     |
| A Miracle Home Care                              | 98.4%      | 95.3%      | 92.6%      | 94.3%      | 92.3%      | 96.4%      | 94.1%      | 98.4%      |
| Always There Healthcare LLC                      | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.          | 94.4%      | 94.3%      | 100.0%     | 96.2%      | 96.7%      | 89.8%      | 85.2%      | 82.9%      |
| Assisted Care by Black Stone of CIN              | 95.7%      | 94.4%      | 97.8%      | 92.4%      | 93.3%      | 95.1%      | 100.0%     | 98.1%      |
| Comfort and Care Home Health Agency, Inc.        | No Data    | No Data    | No Data    | No Data    | No Data    | 66.7%      | No Data    | 100.0%     |
| Comfort Keepers                                  | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.                 | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 80.0%      |
| Helping Hands Private Duty Homecare              | 97.7%      | 95.3%      | 96.0%      | 97.2%      | 95.8%      | 93.8%      | 96.2%      | 88.5%      |
| Hillebrand Home Health                           | 100.0%     | 100.0%     | 100.0%     | 96.9%      | 97.2%      | 100.0%     | 94.4%      | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc.   | 97.0%      | 97.8%      | 96.8%      | 97.4%      | 93.7%      | 97.7%      | 96.9%      | 96.7%      |
| Nova Home Care                                   | 100.0%     | 95.2%      | 100.0%     | 96.2%      | 93.1%      | 100.0%     | 100.0%     | 94.7%      |
| Prime Home Care, LLC                             | 100.0%     | 80.0%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Quality Care                                     | 100.0%     | 96.3%      | 97.4%      | 98.7%      | 98.6%      | 95.2%      | 86.7%      | 100.0%     |
| Superior Home Care, Inc.                         | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 98.7%      | 97.1%      | 90.6%      | 95.5%      |

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

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

### Hamilton County ESP

#### Home Care Assistance SASI Scores

| If your aide is not available, are you offered another aide? |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 90.3%                                    |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 6.0%                        |            |            |            |            |            |            |            |            |
| Provider Name  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                                       | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     | 100.0%     |
| A Miracle Home Care  | 94.4%      | 89.0%      | 90.9%      | 82.9%      | 87.8%      | 88.1%      | 91.1%      | 87.0%      |
| Always There Healthcare LLC                                  | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.                      | 92.9%      | 89.7%      | 91.3%      | 84.6%      | 87.3%      | 72.5%      | 76.2%      | 83.9%      |
| Assisted Care by Black Stone of CIN                          | 91.4%      | 92.4%      | 88.7%      | 79.5%      | 81.7%      | 77.3%      | 89.8%      | 90.5%      |
| Comfort and Care Home Health Agency, Inc.                    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | No Data    | 100.0%     |
| Comfort Keepers  | No Data    | 100.0%     | 0.0%       | 100.0%     | 100.0%     | 50.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.                             | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 40.0%      |
| Helping Hands Private Duty Homecare                          | 96.2%      | 91.5%      | 90.9%      | 95.3%      | 91.7%      | 83.1%      | 85.4%      | 88.9%      |
| Hillebrand Home Health                                       | 100.0%     | 100.0%     | 97.5%      | 96.4%      | 100.0%     | 100.0%     | 93.8%      | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc.               | 96.2%      | 85.3%      | 92.9%      | 88.7%      | 82.1%      | 80.0%      | 73.1%      | 82.6%      |
| Nova Home Care   | 100.0%     | 94.7%      | 100.0%     | 89.5%      | 100.0%     | 93.3%      | 100.0%     | 100.0%     |
| Prime Home Care, LLC   | 100.0%     | 75.0%      | 100.0%     | 40.0%      | 100.0%     | 83.3%      | 100.0%     | 100.0%     |
| Quality Care   | 90.9%      | 91.4%      | 100.0%     | 97.0%      | 93.5%      | 88.1%      | 89.7%      | 87.9%      |
| Superior Home Care, Inc.                                     | 100.0%     | 97.9%      | 94.6%      | 96.2%      | 92.5%      | 96.7%      | 93.1%      | 100.0%     |

| Is your aide dependable?                       |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 89.6%                      |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 6.4%          |            |            |            |            |            |            |            |            |
| Provider Name                                  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.                         | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 66.7%      | 100.0%     |
| A Miracle Home Care                            | 96.9%      | 85.6%      | 91.3%      | 85.8%      | 88.8%      | 92.7%      | 87.1%      | 86.6%      |
| Always There Healthcare LLC                    | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.        | 88.9%      | 87.1%      | 91.7%      | 89.7%      | 90.0%      | 83.7%      | 77.8%      | 82.9%      |
| Assisted Care by Black Stone of CIN            | 88.4%      | 91.4%      | 90.4%      | 84.6%      | 79.9%      | 84.1%      | 88.5%      | 86.3%      |
| Comfort and Care Home Health Agency, Inc.      | No Data    | No Data    | No Data    | No Data    | No Data    | 66.7%      | No Data    | 0.0%       |
| Comfort Keepers                                | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 75.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.               | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 40.0%      |
| Helping Hands Private Duty Homecare            | 90.9%      | 84.0%      | 86.7%      | 90.8%      | 85.7%      | 76.6%      | 86.8%      | 86.3%      |
| Hillebrand Home Health                         | 94.7%      | 97.3%      | 100.0%     | 93.8%      | 100.0%     | 100.0%     | 100.0%     | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc. | 90.9%      | 89.2%      | 89.4%      | 90.9%      | 82.5%      | 86.0%      | 80.6%      | 86.7%      |
| Nova Home Care                                 | 89.5%      | 95.2%      | 93.3%      | 88.5%      | 89.7%      | 94.1%      | 92.3%      | 100.0%     |
| Prime Home Care, LLC                           | 100.0%     | 80.0%      | 100.0%     | 66.7%      | 100.0%     | 87.5%      | 100.0%     | 100.0%     |
| Quality Care                                   | 87.0%      | 88.8%      | 96.1%      | 93.3%      | 88.7%      | 77.8%      | 75.6%      | 86.5%      |
| Superior Home Care, Inc.                       | 93.8%      | 98.2%      | 98.3%      | 96.7%      | 93.2%      | 88.2%      | 93.8%      | 95.5%      |

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

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

Hamilton County ESP

### Home Care Assistance SASI Scores

| Would you recommend [HCA Service Provider] to a family member or friend? |            |            |            |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 88.0%  |            |            |            |            |            |            |            |            |
| ½ Historical Standard Deviation: 6.6%                                    |            |            |            |            |            |            |            |            |
| Provider Name  | 2020<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| A Best Home Care, Inc.   | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 66.7%      | 100.0%     |
| A Miracle Home Care  | 93.7%      | 87.3%      | 85.8%      | 83.2%      | 89.3%      | 89.8%      | 92.3%      | 88.2%      |
| Always There Healthcare LLC  | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | 100.0%     |
| Amaramedical Health Care Services, Inc.                                  | 94.4%      | 87.0%      | 91.3%      | 92.1%      | 89.7%      | 85.7%      | 88.0%      | 88.6%      |
| Assisted Care by Black Stone of CIN                                      | 92.8%      | 91.3%      | 90.3%      | 86.1%      | 85.1%      | 86.6%      | 93.3%      | 88.5%      |
| Comfort and Care Home Health Agency, Inc.                                | No Data    | No Data    | No Data    | No Data    | No Data    | 100.0%     | No Data    | 100.0%     |
| Comfort Keepers  | No Data    | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 50.0%      | No Data    | No Data    |
| Eastern Personnel Services, Inc.   | No Data    | No Data    | No Data    | No Data    | No Data    | No Data    | 71.4%      | 100.0%     |
| Helping Hands Private Duty Homecare                                      | 93.2%      | 89.5%      | 86.6%      | 90.7%      | 91.2%      | 84.9%      | 88.7%      | 92.0%      |
| Hillebrand Home Health   | 94.7%      | 100.0%     | 100.0%     | 100.0%     | 97.2%      | 100.0%     | 94.4%      | 100.0%     |
| Interim HomeStyles of Greater Cincinnati, Inc.                           | 97.0%      | 93.5%      | 90.2%      | 88.5%      | 93.7%      | 85.7%      | 84.4%      | 93.3%      |
| Nova Home Care   | 94.4%      | 95.2%      | 93.3%      | 96.0%      | 96.6%      | 88.2%      | 100.0%     | 94.7%      |
| Prime Home Care, LLC   | 100.0%     | 80.0%      | 100.0%     | 50.0%      | 100.0%     | 87.5%      | 85.7%      | 100.0%     |
| Quality Care   | 87.0%      | 88.9%      | 97.3%      | 93.2%      | 88.6%      | 88.7%      | 84.4%      | 94.6%      |
| Superior Home Care, Inc.   | 93.3%      | 96.4%      | 98.3%      | 98.3%      | 92.0%      | 97.1%      | 90.6%      | 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>

Hamilton 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      |
| Cincinnati Area Senior Services Inc              | 98.2%  | 97.7% | 97.7% | 97.1% | 98.1% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 97.8%  | 98.7% | 96.5% | 98.2% | 97.8% | 98.5%  | 98.7%  | 99.7%   |
| Maple Knoll Outreach Services for Seniors        | 99.6%  | 98.6% | 97.8% | 98.1% | 98.7% | 96.2%  | 98.3%  | 98.8%   |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.9% | 99.4% | 98.8% | 96.0% | 96.2%  | 97.4%  | 98.4%   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 97.6%  | 97.3% | 97.4% | 97.8% | 97.7% | 98.4%  | 98.0%  | 98.8%   |
| North College Hill Senior Center                 | 99.0%  | 98.4% | 97.5% | 99.2% | 95.7% | 97.5%  | 98.4%  | 99.6%   |

| Are the people at [HDM Service Provider] responsive? |        |        |        |        |        |        |        |         |
|--|--------|--------|--------|--------|--------|--------|--------|---------|
| Historical Average: 98.5%                            |        |        |        |        |        |        |        |         |
| 1/2 Historical Standard Deviation: 1.4%              |        |        |        |        |        |        |        |         |
| Provider Name  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021   | 2021   | 2022    |
|  | Q2     | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc                  | 100.0% | 98.7%  | 98.3%  | 98.3%  | 100.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                              | 100.0% | 96.8%  | 95.2%  | 97.2%  | 98.8%  | 100.0% | 100.0% | 100.0%  |
| Maple Knoll Outreach Services for Seniors            | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  |
| Mayerson JCC (Jewish Community Center)               | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.9%  | 100.0% | 100.0%  |
| Meals on Wheels of SW Ohio and Northern Kentucky     | 96.8%  | 98.1%  | 98.6%  | 98.3%  | 99.0%  | 99.2%  | 99.0%  | 99.3%   |
| North College Hill Senior Center                     | 100.0% | 100.0% | 100.0% | 100.0% | 97.6%  | 100.0% | 100.0% | 100.0%  |

| Are your meals good?                             |        |       |       |       |       |        |        |         |
|--|--------|-------|-------|-------|-------|--------|--------|---------|
| Historical Average: 94.6%                        |        |       |       |       |       |        |        |         |
| 1/2 Historical Standard Deviation: 2.1%          |        |       |       |       |       |        |        |         |
| Provider Name                                    | 2020   | 2020  | 2020  | 2021  | 2021  | 2021   | 2021   | 2022    |
|  | Q2     | Q3    | Q4    | Q1    | Q2    | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 95.6%  | 95.6% | 96.4% | 95.8% | 96.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 97.2%  | 98.6% | 94.6% | 97.7% | 95.6% | 98.2%  | 95.8%  | 97.2%   |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 95.0% | 90.8% | 96.5% | 98.2% | 93.3%  | 88.4%  | 96.7%   |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.2% | 97.7% | 98.2% | 85.4% | 93.9%  | 91.7%  | 96.8%   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 96.1%  | 95.7% | 97.2% | 97.2% | 95.5% | 97.9%  | 96.4%  | 97.7%   |
| North College Hill Senior Center                 | 92.3%  | 97.8% | 92.9% | 98.3% | 93.0% | 95.1%  | 95.7%  | 96.7%   |

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, 1/2 historical standard deviation, and identifies the color coding schema.

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

Hamilton County ESP

### Home Delivered Meals SASI Scores

#### 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      |
| Cincinnati Area Senior Services Inc              | 100.0% | 99.8%  | 99.0%  | 99.3%  | 100.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 97.9%  | 100.0% | 100.0%  |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.2%  | 100.0% | 100.0% | 100.0% | 97.0%  | 100.0% | 100.0%  |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.0%  | 99.7%  | 98.4%  | 98.8%  | 99.3%  | 99.8%  | 99.1%  | 99.0%   |
| North College Hill Senior Center                 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  |

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

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021   | 2021   | 2022    |
|--|--------|--------|--------|--------|--------|--------|--------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 99.3%  | 98.0%  | 98.3%  | 98.3%  | 98.9%  | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 96.2%  | 98.3%  | 98.8%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 98.6%  | 98.5%  | 100.0% | 100.0% | 97.7%  | 100.0% | 100.0%  |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 96.8%  | 100.0% | 98.0%  | 100.0% | 96.8%  | 100.0% | 100.0%  |
| Meals on Wheels of SW Ohio and Northern Kentucky | 97.8%  | 98.4%  | 96.9%  | 97.2%  | 98.2%  | 99.5%  | 99.0%  | 100.0%  |
| North College Hill Senior Center                 | 100.0% | 100.0% | 100.0% | 100.0% | 97.6%  | 95.0%  | 100.0% | 100.0%  |

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

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021   | 2021   | 2022    |
|--|--------|--------|--------|--------|--------|--------|--------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 98.1%  | 98.8%  | 99.0%  | 98.8%  | 100.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 100.0% | 100.0% | 97.8%  | 100.0% | 96.7%  | 100.0% | 100.0% | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 97.4%  | 98.8%  | 98.2%  | 97.9%  | 100.0% | 100.0%  |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 100.0% | 100.0% | 100.0% | 97.4%  | 96.9%  | 100.0% | 96.9%   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 98.0%  | 99.7%  | 99.4%  | 98.9%  | 99.5%  | 99.1%  | 99.7%   |
| North College Hill Senior Center                 | 100.0% | 100.0% | 100.0% | 98.3%  | 97.7%  | 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>

Hamilton County ESP

### Home Delivered Meals SASI Scores

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

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

|  | 2020   | 2020  | 2020   | 2021  | 2021  | 2021   | 2021   | 2022    |
|--|--------|-------|--------|-------|-------|--------|--------|---------|
| Provider Name                                    | Q2     | Q3    | Q4     | Q1    | Q2    | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 96.2%  | 92.9% | 94.6%  | 91.6% | 94.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 94.6%  | 97.1% | 91.3%  | 90.8% | 94.4% | 93.1%  | 95.7%  | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 96.2% | 97.4%  | 91.8% | 96.5% | 89.4%  | 97.7%  | 96.7%   |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.3% | 100.0% | 96.4% | 92.7% | 93.9%  | 95.8%  | 96.9%   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 96.0%  | 92.6% | 93.4%  | 95.4% | 93.5% | 94.2%  | 94.3%  | 95.8%   |
| North College Hill Senior Center                 | 100.0% | 93.5% | 92.7%  | 98.3% | 86.4% | 95.1%  | 91.3%  | 100.0%  |

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

|  | 2020   | 2020   | 2020   | 2021   | 2021  | 2021   | 2021   | 2022    |
|--|--------|--------|--------|--------|-------|--------|--------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2    | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 97.5%  | 99.0%  | 98.2%  | 98.0%  | 97.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 97.2%  | 100.0% | 98.9%  | 100.0% | 97.8% | 98.3%  | 97.9%  | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 98.2% | 97.9%  | 100.0% | 96.7%   |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.3%  | 97.7%  | 98.1%  | 97.4% | 97.0%  | 95.8%  | 96.9%   |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 98.7%  | 97.5%  | 98.4%  | 99.3% | 98.8%  | 98.5%  | 99.4%   |
| North College Hill Senior Center                 | 100.0% | 100.0% | 96.4%  | 98.3%  | 95.3% | 95.0%  | 100.0% | 100.0%  |

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

|  | 2020   | 2020  | 2020   | 2021   | 2021  | 2021   | 2021   | 2022    |
|--|--------|-------|--------|--------|-------|--------|--------|---------|
| Provider Name                                    | Q2     | Q3    | Q4     | Q1     | Q2    | Q3     | Q4     | Q1      |
| Cincinnati Area Senior Services Inc              | 98.7%  | 98.5% | 97.9%  | 97.0%  | 99.0% | 100.0% | 100.0% | No Data |
| Deupree Meals on Wheels                          | 97.3%  | 98.6% | 95.7%  | 100.0% | 98.9% | 98.3%  | 100.0% | 100.0%  |
| Maple Knoll Outreach Services for Seniors        | 97.1%  | 98.8% | 98.7%  | 97.6%  | 98.2% | 95.7%  | 100.0% | 100.0%  |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 97.3% | 100.0% | 100.0% | 95.1% | 97.0%  | 95.8%  | 100.0%  |
| Meals on Wheels of SW Ohio and Northern Kentucky | 96.1%  | 97.0% | 97.8%  | 97.5%  | 98.2% | 98.1%  | 98.2%  | 99.4%   |
| North College Hill Senior Center                 | 100.0% | 95.7% | 98.2%  | 100.0% | 97.7% | 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>

Hamilton 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      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 98.0%  | 95.5% | 97.9%  | 94.1%  | 90.4%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 95.5%  | 99.6%  | 99.6% | 100.0% | 97.5%  | 94.0%   | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.3%  | 100.0% | 60.6% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.4%  | 96.1%  | 95.5% | 96.1%  | 93.1%  | 93.5%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 97.6%  | 95.4%  | 92.5% | 88.0%  | 93.7%  | 87.1%   | No Data | No Data |

| Can you depend on your transportation service?   |        |        |        |        |        |         |         |         |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Historical Average: 96.1%                        |        |        |        |        |        |         |         |         |
| 1/2 Historical Standard Deviation: 2.3%          |        |        |        |        |        |         |         |         |
| Provider Name                                    | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 90.9%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 100.0% | 94.1%  | 96.1%  | 90.9%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 81.8%  | 100.0% | 100.0% | 100.0% | 100.0% | 80.0%   | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 90.9%  | 100.0% | 0.0%   | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.8%  | 96.7%  | 93.9%  | 95.0%  | 92.1%  | 94.4%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 94.1%  | 95.2%  | 88.9%  | 90.0%  | 89.7%  | 71.4%   | No Data | No Data |

| Do you feel safe and secure during your ride?    |        |        |        |        |        |         |         |         |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Historical Average: 98.6%                        |        |        |        |        |        |         |         |         |
| 1/2 Historical Standard Deviation: 1.4%          |        |        |        |        |        |         |         |         |
| Provider Name                                    | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 100.0% | 98.0%  | 100.0% | 97.7%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 93.8%  | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.8%  | 97.6%  | 97.5%  | 98.3%  | 95.8%  | 97.2%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 100.0% | 97.6%  | 97.2%  | 86.7%  | 96.6%  | 100.0%  | No Data | No Data |

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, 1/2 historical standard deviation, and identifies the color coding schema.



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

Hamilton 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%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.5%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 95.6%  | 96.1%  | 100.0% | 93.2%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.8%  | 96.7%  | 95.1%  | 95.1%  | 94.9%  | 93.1%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 100.0% | 100.0% | 91.7%  | 93.3%  | 96.6%  | 100.0%  | No Data | No Data |

#### Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.5%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 95.5%  | 96.1%  | 98.7%  | 95.3%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.8%  | 96.3%  | 96.3%  | 95.9%  | 93.5%  | 91.7%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 100.0% | 97.6%  | 94.4%  | 90.0%  | 96.4%  | 100.0%  | No Data | No Data |

#### Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.5%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 100.0% | 96.1%  | 97.3%  | 95.5%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 90.9%  | 100.0% | 100.0% | 100.0% | 93.8%  | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 100.0% | 98.4%  | 97.1%  | 97.1%  | 94.5%  | 95.8%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 100.0% | 97.6%  | 94.4%  | 83.3%  | 96.6%  | 85.7%   | No Data | No Data |

<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>

Hamilton County ESP

### Medical Transportation SASI Scores

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

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.5%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 97.8%  | 96.1%  | 100.0% | 95.3%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 98.8%  | 97.6%  | 96.3%  | 97.1%  | 95.9%  | 98.6%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 100.0% | 97.6%  | 97.2%  | 93.3%  | 96.6%  | 100.0%  | No Data | No Data |

#### Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

|  | 2020   | 2020   | 2020   | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|--------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4     | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 95.5%  | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 97.8%  | 96.1%  | 98.7%  | 88.6%  | 90.5%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 90.9%  | 95.7%  | 100.0% | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 0.0%   | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 100.0% | 97.1%  | 96.3%  | 98.8%  | 94.0%  | 91.7%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 94.1%  | 95.1%  | 94.4%  | 93.3%  | 93.1%  | 71.4%   | No Data | No Data |

#### Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1%

½ Historical Standard Deviation: 4.5%

|  | 2020   | 2020   | 2020  | 2021   | 2021   | 2021    | 2021    | 2022    |
|--|--------|--------|-------|--------|--------|---------|---------|---------|
| Provider Name                                    | Q2     | Q3     | Q4    | Q1     | Q2     | Q3      | Q4      | Q1      |
| Cincinnati Area Senior Services Inc              | 100.0% | 100.0% | 90.9% | 100.0% | 100.0% | No Data | No Data | No Data |
| Kemper Shuttle Services                          | 100.0% | 97.8%  | 90.2% | 93.4%  | 90.9%  | 90.0%   | No Data | No Data |
| Maple Knoll Outreach Services for Seniors        | 100.0% | 100.0% | 95.8% | 100.0% | 93.8%  | 80.0%   | No Data | No Data |
| Meals on Wheels of SW Ohio and Northern Kentucky | 91.7%  | 100.0% | 0.0%  | 100.0% | 100.0% | 100.0%  | No Data | No Data |
| Meda-Care Transportation, Inc.                   | 94.0%  | 91.0%  | 92.2% | 90.4%  | 86.1%  | 88.9%   | No Data | 100.0%  |
| Universal Transportation Systems                 | 94.1%  | 90.2%  | 80.6% | 83.3%  | 86.2%  | 71.4%   | No Data | No Data |

<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>

Hamilton 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<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| Cincinnati Area Senior Services Inc              | 100.0%     | 100.0%     | 95.5%      | 100.0%     | 100.0%     | No Data    | No Data    | No Data    |
| Kemper Shuttle Services                          | 100.0%     | 100.0%     | 96.1%      | 98.6%      | 97.7%      | 90.5%      | No Data    | No Data    |
| Maple Knoll Outreach Services for Seniors        | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 80.0%      | No Data    | No Data    |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | 100.0%     | No Data    | No Data    |
| Meda-Care Transportation, Inc.                   | 98.8%      | 95.9%      | 95.9%      | 97.5%      | 93.5%      | 91.7%      | No Data    | 100.0%     |
| Universal Transportation Systems                 | 100.0%     | 95.2%      | 97.2%      | 86.2%      | 100.0%     | 100.0%     | No Data    | No Data    |

| 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<br>Q2 | 2020<br>Q3 | 2020<br>Q4 | 2021<br>Q1 | 2021<br>Q2 | 2021<br>Q3 | 2021<br>Q4 | 2022<br>Q1 |
| Cincinnati Area Senior Services Inc   | 100.0%     | 100.0%     | 95.5%      | 100.0%     | 100.0%     | No Data    | No Data    | No Data    |
| Kemper Shuttle Services   | 100.0%     | 95.5%      | 96.1%      | 96.1%      | 95.5%      | 90.5%      | No Data    | No Data    |
| Maple Knoll Outreach Services for Seniors   | 90.9%      | 100.0%     | 100.0%     | 100.0%     | 93.8%      | 100.0%     | No Data    | No Data    |
| Meals on Wheels of SW Ohio and Northern Kentucky                                    | 100.0%     | 100.0%     | 0.0%       | 100.0%     | 100.0%     | 100.0%     | No Data    | No Data    |
| Meda-Care Transportation, Inc.  | 97.6%      | 93.4%      | 93.9%      | 95.9%      | 91.2%      | 91.7%      | No Data    | 100.0%     |
| Universal Transportation Systems  | 94.1%      | 88.1%      | 88.9%      | 80.0%      | 85.7%      | 71.4%      | No Data    | No Data    |

<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

### Hamilton 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

### Hamilton County ESP

| Provider - Terminated     | Service No Longer Delivered | Termination Effective |
|---------------------------|-----------------------------|-----------------------|
| Advanced Medical          | Home Medical Equipment      | 4/15/2020             |
| Comfort Keepers           | Home Care Assistance        | 10/1/2021             |
| Wesley Community Services | Transportation              | 6/30/2020             |

| Provider - New                                  | Service Delivered    | Effective |
|---|----------------------|-----------|
| A Best Home Care                                | Home Care Assistance | 5/1/2021  |
| Always There Healthcare                         | Home Care Assistance | 5/17/2021 |
| Comfort & Care Home Healthy Agency, Inc.        | Home Care Assistance | 5/17/2021 |
| Eastern Personnel Services                      | Home Care Assistance | 7/19/2021 |
| LCD Home Health Agency                          | Home Care Assistance | 5/17/2021 |
| Senior Helpers (legal name SH of Southern Ohio) | Home Care Assistance | 5/3/2021  |

| Provider - On Hold | On Hold Service Delivered | Effective |
|--------------------|---------------------------|-----------|
|                    |                           |           |
|                    |                           |           |
|                    |                           |           |
|                    |                           |           |

**home52 Transportation**

**CONDITIONS OF PARTICIPATION**

**Effective January 1, 2021 August 1, 2022**

**home52 Transportation**  
**SERVICE PROVIDER CONDITIONS OF PARTICIPATION**

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The Provider must comply with all contract requirements, whether the provider furnishes services directly or by sub-contracting the services, Conditions of Participation, relevant Service Specification(s), monitoring and reporting requirements of home52, and billing requirements.

As Providers review the Conditions of Participation, it may be helpful to keep in mind that home52 is a wholly owned subsidiary of the Council on Aging (COA). As a subsidiary of COA, home52 will utilize some of the services provided by COA including, but not limited to Provider Services, Technology and Innovation Services, Communications, and Fiscal/Accounting Services. home52 Transportation is a transportation coordination system provided by home52. All transportation contracts ~~approved as a result of this RFP~~ will be between the Provider and home52. ~~Services provided as a result of a contract with home52, may be provided by COA departments.~~

## Condition 1. Service Delivery

1.1 The Provider must supply evidence of the ability to meet all requirements of home52 Transportation.

~~1.2 The Provider must maintain an appropriate in vehicle device that can operate home52 Transportation's Transportation Management System (TMS). The device must be in the vehicle, and the Provider must be signed on to the TMS system at the time of transport of any home52 clients.~~

~~1.3~~ 1.2 The Provider must initiate services on the date specified or on a negotiated start date. All direct transportation services must take place on the date dispatched through the home52 TMS or as scheduled with the Provider.

~~1.4~~ 1.3 The Provider must deliver services in compliance with the Service Specification(s), and in accordance with any directives provided by home52 Transportation.

~~1.5~~ 1.4 The Provider will consult with home52 Transportation regarding any potential service disruptions that impact pre-scheduled trips and/or dedicated vehicle commitments ~~in the next 14 days within 24 hours of the event that will cause the disruption.~~ The Provider will consult with ~~COA's Provider Services~~ home52 for long-term, temporary or permanent disruptions. Notification may be by telephone, email, or fax.

~~1.6~~ 1.5 The Provider must notify home52 Transportation as soon as safely possible, via the TMS system or by phone, of a known change in client status, needs, or location.

~~1.7~~ 1.6 In the case of TMS system failure, the provider must maintain accurate and dated documentation regarding contact with clients and service



delivery.

~~1-81.7~~ In the event of a staff member's absence that will disrupt agreed upon services, the Provider must notify home52 Transportation immediately so alternative arrangements can be made.

~~1-91.8~~ The Provider must participate in home52 Transportation and Provider problem resolution to promote continuing service delivery prior to any disruption in service delivery. This may include case conferencing in person or telephone.

~~1-101.9~~ The Provider must notify home52 in writing at least thirty (30) calendar days prior to the last day the Provider furnishes service to the client. In the event the Provider's employee health or safety is at risk, home52 may make an exception and agree to fewer than thirty (30) day notice.

~~1-111.10~~ The Provider, if terminating, being purchased by, or merged with another entity must furnish written notice to COA's Provider Services Department at least sixty (60) days prior to the termination, effective merger or purchase date. home52 will determine if and how clients will be informed of any service provider changes.

## Condition 2. Reporting

~~The Provider must have a written procedure for documenting client incidents. The procedure must include twenty four (24) hour notification with a written follow up report to COA's Provider Services Department.~~

2.1 Major Unusual Incident (MUI) - The Provider must notify COA's Provider Services Department or their designee of any MUI that impacts the Provider and/or any client served pursuant to the Provider Agreement. The notification shall be phoned or e-mailed to the within one (1) hour after the Provider becomes aware of the MUI.

2.2 A MUI is any alleged, or actual occurrence of an incident/event that could adversely affect the health or safety of a client, the credibility of Provider's staff or organization, or any incident in which home52 or Provider may have liability. MUIs include, but are not limited to: abuse; neglect; suspicious accident; death from abuse, neglect, serious injury, or any reason other than natural causes; criminal or suspected criminal acts; a police, court/legal, or public complaint which has the potential to be reported to the media or elected officials or any in which home52 or Provider may have liability; lawsuit or potential lawsuit.

2.3 In case of a MUI, the provider must:

- a. Notify ~~COA's Provider Services Department~~home52 or their designee of any interruption in service to all clients or to a significant number of clients serviced by Provider.

- 2.4 If contacted by the news media regarding a MUI, the Provider is not to respond to the media inquiry but must contact within one (1) hour COA's Communications Director by phone or by email.
- 2.5 The Provider must report any suspicion of abuse, neglect, and/or exploitation to the Care Manager, and to Adult Protective Services at the Ohio Department of Jobs and Family Services (ODJFS), according to section 5101.61 of the Ohio Revised Code.
- 2.6 The Provider must carry and maintain the required insurance coverage as identified in the home52 Provider Agreement. Provider shall furnish home52 or it's designee with a Certificate of Insurance evidencing the required coverage.
- 2.7 The Provider must have a written procedure identifying steps clients must take to file an insurance claim.
- 2.8 The Provider must have a written procedure for follow-up and investigation of client complaints and grievances.
- 2.8.9The Provider must have a written procedure for documenting client incidents. The procedure must include twenty-four (24) hour notification with a written follow-up report to home52.

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### Condition 3. Confidentiality

- 3.1 The Provider must obtain written approval from home52 to release client-specific information to sources outside of home52.
- 3.2 The Provider must have a written Confidentiality policy and practices must assure compliance with HIPAA regulations.

**Commented [LL1]:** The COP does not require the provider to obtain the release from the client; however, the provider must obtain a release from home52 to release any information. With home52 now collecting the release of information, this covers us in the event home52 would be required to share information with outside sources.

### Condition 4. Provider Qualifications

- 4.1 The Provider must be a formally organized business or service agency, registered in good standing with the Ohio Secretary of State.
- 4.2 The Provider must furnish the names of all entities with 5% or more ownership of the agency.
- 4.3 The Provider must have a written statement defining the purpose of its business or service agency.
- 4.4 The Provider must have and abide by written procedures supporting the operation of the business and service provision. Entities with a governing board must have written bylaws; and, if the provider is incorporated, the provider must have articles of incorporation.
- 4.5 The Provider must have a written table of organization which clearly identifies lines of administrative, advisory, contractual, and supervisory

authority and responsibility to the direct care level.

4.6 The Provider shall not allow a staff person or volunteer to furnish a service

to a client if the person is the client's spouse, parent, stepparent, legal guardian, power of attorney, or authorized representative.

- 4.7 The Provider must provide supervision to any volunteer in a direct care position.
- 4.8 The Provider must have a physical facility from which to conduct business that meets all zoning regulations for their location. home52 must be notified of any change in location prior to the relocation.
- 4.9 The Provider must have a primary business telephone listed under the name of the business, locally, and/or a toll-free number available through directory assistance that allows for reliable, dependable and accessible communication.
- 4.10 The Provider must designate and utilize a locked storage space for the maintenance of client records and have a process to backup computer files including electronic verifications.
- 4.11 The Provider must not operate the business in violation of any applicable federal, state, or local laws and regulations or established guidelines of home52 as identified in the Agreement.
- 4.12 Provider shall notify COA's Provider Services Department or their designee immediately in the event it becomes aware of any such actual or proposed debarment, suspension, ineligibility, or voluntary exclusion.
- 4.13 The Provider shall conduct the free database reviews and BCII criminal records check of all volunteers, applicants and existing employees providing direct care to home52 clients. Direct care is defined as any in-person contact with one or more clients who receive home52 service or any access to a client's personal property or personal records. (See Attachment B-home52 Free Database Reviews and BCII Criminal Records Check Rule for details)
- 4.14 The provider shall have a written statement supporting compliance with 45 C.F.R. 80.4 (October 1, 2015 edition) regarding the provision of goods and services.
- 4.15 The provider shall have a written statement supporting compliance with the "Equal Employment Opportunity Act of 1972" (as in effect on March 4, 2016) federal wage-and-hour laws, and workers' compensation laws regarding the recruitment and employment of persons.
- 4.16 The Provider shall annually provide to COA's Provider Services Department a written statement that certifies that the Provider has paid all applicable federal, state, and local income and employment taxes.
- ~~4.17 The Provider must have a written quality improvement process which addresses client satisfaction regarding service delivery and internal~~

~~monitoring of operations.~~

~~4.184.17~~ The Provider must coordinate any community outreach activities including those involving the news media with home52, in partnership with COA's Communications Director prior to planning such activities. Outreach is defined as activities or services that specify or highlight home52 and/or it's clients.

## Condition 5. Monitoring

- 5.1 The Provider shall retain all records necessary, and in such form, so as to fully disclose the extent of the services the Provider furnished and significant business transactions in accordance with the time period identified in the Agreement.
- 5.2 To the extent permitted by law, the Provider must allow representatives of home52 and the County or their designee immediate access to the Provider facility and full access to policies, procedures, records, and other documents related to the provision of service to home52 clients. The Provider must cooperate with said representatives in periodic reviews.

## Condition 6. Billing

- 6.1 The Provider must utilize the home52 TMS system, which is used to maintain dated documentation to support services delivered and billed. Documentation must include client or caregiver signatures, or electronic verification as outlined in the Service Specifications.
- 6.2 ~~The agency~~home52 must have documentation in the client's record when a client is unable to sign for service delivery with a reason client is unable to sign. Provision is then to be made for acceptance of the client's initials or signature of choice identified in the client's record.

~~6.3 The provider must utilize home52 TMS for service provision, invoicing, and other related home52 activities.~~

~~6.46.3~~The Provider is responsible for regular review of TMS records used for payment purposes. The Provider is responsible for bringing any potential discrepancies to the attention of the home52 Transportation Manager, or their designee.

~~6.56.4~~The Provider must agree to accept reimbursement for service(s) rendered at the unit rate agreed upon with home52.

~~6.66.5~~The Provider may not bill any home52 clients for authorized service(s) delivered or solicit any clients for a donation.

Commented [LL2]: Are signatures being obtained from clients/caregivers?

Commented [LL3R2]: Keep

Commented [LL4]: Does this apply to the provider or home52?

## Condition 7. Personnel Requirements

- 7.1 The Provider must have written job descriptions for each position involved in the direct delivery of home52 services (employed or contracted). Volunteers must be provided an outline of their responsibilities.
- 7.2 The Provider must maintain a personnel file on every staff member and volunteer who provides service to home52 clients which includes:
- a. A resume or application outlining work history and training.
  - b. Documentation signed and dated ~~by each staff member~~ indicating receipt of an employee handbook.
  - ~~b.c.~~ Documentation signed and dated ~~by each staff member~~ indicating completion of orientation prior to providing service to home52 clients. The Provider must ensure orientation includes:
    - (i) ~~employee~~ position description and expectations as it relates to home52 service delivery;
    - (ii) agency personnel policies;
    - (iii) reporting procedures and policies;
    - (iv) agency table of organization;
    - (v) lines of communication;
    - (vi) home52 Code of Ethics (Attachment A);
    - (vii) home52 program purpose and philosophy;
  - ~~e.d.~~ Evidence of performance appraisals per agency policy, signed and dated by the staff member.
- 7.3 The Provider must have a signed current contract with any agency or persons with whom they subcontract to provide direct care services to home52 clients. Provider must incorporate requirements identified in the Agreement with home52 as part of any subcontract.
- 7.4 The Provider must, upon request of home52, furnish evidence that all subcontractors and their employees who provide services to home52 clients meet applicable personnel requirements.

## Attachment A

### home52 - CODE OF ETHICS

The service worker will treat all client/clients in a considerate and respectful manner.  
The service worker will not:

- A. Use the client's personal property without the client's consent including telephone for personal calls.
- B. Consume the client's food and beverages.
- C. Eat food brought to the client's home without client's consent.
- D. Forge client's signature or falsify documentation.
- E. Bring friends, relatives, pets or any unauthorized individual to the client's home.
- F. Transport client away from home (unless authorized) or take the client to the provider's place of residence.
- G. Breach client's privacy or divulge client information.
- H. Consume alcoholic beverages, medicine, drugs, or other chemical substances not in accordance with the legal, valid, prescribed use and/or in any way that impairs the provider in the delivery of services to the client while in the client's home or prior to service delivery.
- I. Smoke in the client's home.
- J. Watch television or play computer or video games, including on the client's phone or personal phone.
- K. Steal, borrow, accept, obtain or attempt to obtain money or anything of value, including gifts or tips from the client, household members and family members of the client or caregiver.
- L. Discuss personal problems, religious or political beliefs with the client and others in the care setting.
- M. Engage in non-care related socialization with individuals other than the client (e.g. a visit from a person who is not providing care to the individual; making or receiving a personal telephone call; or, sending or receiving a personal text message, email, or video).
- N. Provide care to individuals other than the client.
- O. Sleep at the client's residence.



- P. Engage in sexual conduct or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the contact is consensual with the client.
- Q. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships.
- R. Engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client including any manner of publishing photos of the client on social media websites without the client's written consent.
- S. Be designated to make decisions for the client in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, or guardianship, or authorized representative.
- T. Sell or purchase from the client products or personal items. The only exception to this prohibition occurs when the client is a family member and the provider is not delivering services.
- U. Engage in behavior that constitutes a conflict of interest or takes advantage of or manipulates services contracted by home52, resulting in an unintended advantage for personal gain that has detrimental results for the client, the client's family or caregivers, or another provider.
- V. Leave the home for a purpose not related to the provision of services without notifying the agency supervisor, the client's emergency contact person, any identified caregiver, and/or the client's care manager, or, for client-directed service providers, leave the home without the consent and/or knowledge of the client.
- W. Extend the relationship with the client beyond the specific service boundaries that have been established by the applicable service specification(s).
- X. Engage in a disagreement with the client but will, instead, seek to improve communication and express willingness to work together constructively. In the event of a disagreement home52 is to be contacted immediately. The definition of disagreement is a failure or refusal to agree which may escalate into a conflict or quarrel.
- Y. Deny service to a client due to the client's living conditions including pest, health, behavior or language. home52 does make the distinction between behavior and language that are the result of a condition verses someone who consistently displays inappropriate, intolerable behavior/language or threatening behavior/language. Providers must comply with OSHA standards and the Fair Labor Standards Act for employees. Inappropriate behavior does include inappropriate touching. Language as referenced in section Y does not refer to languages that are not English.

## Attachment B

### home52 FREE DATABASE REVIEWS AND BCII CRIMINAL RECORDS CHECK

- 1.1 The Provider shall conduct free database reviews and BCII criminal records check of all volunteers, applicants and existing employees providing direct care to home52 clients. Direct care is defined as any in-person contact with one or more clients who receive a home52 service or any access to a home52 client's personal property or personal records.

#### REQUIRED ELEMENTS:

- 1.2 The Provider shall review the following free databases before conducting the criminal records checks required under 2.0 for volunteers and applicants hired on or after August 1, 2013 and for all existing employees according to the schedule outlined under paragraph 2.0 and 2.02 of this condition.
- a SAM: The United States general services administration's system for award management, which is available at <https://www.sam.gov/>;
  - b OIG: The office of inspector general of the United States department of health and human services' list of excluded individuals, which is available at <https://exclusions.oig.hhs.gov/>;
  - c Abuser registry: The department of developmental disabilities' registry of employees who cited for abuse, neglect, or misappropriation, which is available at [https://its.prodapps.dodd.ohio.gov/ABR\\_Default.aspx](https://its.prodapps.dodd.ohio.gov/ABR_Default.aspx);
  - d Medicaid: The department of Medicaid's online provider exclusion and suspension list, which is available at <https://medicaid.ohio.gov/provider/EnrollmentandSupport/ProviderExclusionandSuspensionList>;
  - e Sex offender search: The Ohio attorney general's sex offender and child-victim offender database, which is available at <http://www.icrimewatch.net/index.php?AgencyID=55149&disc=>;
  - f Offender search: The department of rehabilitation and correction's database of inmates, which is available at <https://appgateway.drc.ohio.gov/OffenderSearch>; and,
  - g Nurse aide registry: The department of health's state nurse aide registry, which is available at [https://odhgateway.odh.ohio.gov/nar/nar\\_registry\\_search.aspx](https://odhgateway.odh.ohio.gov/nar/nar_registry_search.aspx). If the applicant or employee does not present proof that he or she has been a resident of Ohio for the five-year period immediately preceding the date of the database review, the provider shall conduct a database review of the nurse aide registry in the state or states in which the applicant or employee lived.

**Commented [LL5]:** Add new database and add RAPBACK language.

**Commented [LL6R5]:** Bryan will research if RAPBACK has a cost and is this needed for all providers.

- 1.3 The Provider shall not utilize a volunteer, employ an applicant, or continue to employ an employee in a position that involves providing direct-care services to a home52 client if:
- a Any of the databases listed in paragraph 1.01 a through g of this condition list the volunteer, applicant, or employee; or
  - b The database listed in paragraph 1.01g of this condition lists the volunteer, applicant, or employee as an individual who neglected or abused a long-term care facility resident or residential care facility resident or misappropriated such a resident's property.
- 1.4 If the Provider's review of the free databases listed under paragraph 1.01 of this condition discloses disqualifying information about a volunteer, applicant, or employee, the Provider shall inform the individual of the disqualifying information.
- 1.5 Employment-service exemption: A Provider that provides direct care services is not required to review the free databases listed under paragraph 1.01 of this condition if the applicant or employee was referred to the provider by an employment service that refers applicants to responsible entities to fill full-time, part-time, or temporary positions involving direct care and the employment services provides the Provider with a report of the results of the review of the free databases that shows that the applicant or employee is not disqualified from direct-care employment.

2.1 Criminal records check is required for the following:

| ON WHOM IS A CRIMINAL RECORDS CHECK REQUIRED |  |  |   |
|--|--|--|---|
| DIRECT CARE POSITION WITH home52 CLIENTS     | APPLICANTS FOR EMPLOYMENT and VOLUNTEERS | CURRENT EMPLOYEES<br><i>5 YEAR RECHECK</i> | CURRENT VOLUNTEERS<br><i>5 YEAR RECHECK</i> |
| Only has access to client personal records   | Yes                                      | No   | No  |
| Rural and County Transit positions           | Yes                                      | No   | No  |
| All other direct care                        | Yes                                      | Yes  | No  |

- 2.2 New applicants for paid positions and new volunteers:
- a The Provider shall conduct a BCII criminal records check on each applicant under final consideration for employment and on each individual applying to serve as a volunteer.
- 2.3 Current employees:
- At least once every five years: Except as provided for in paragraph 3.1 of this condition, the provider shall conduct a criminal record check on each employee who provides direct care at least once every five years according to one of the following three schedules:
- a Employees hired on or prior to 12/31/2008, should have had a BCII completed in 2013 and a recheck in 2018. Provider shall conduct a recheck no later than thirty days after the date of the last check and so on every five years.  
(Example - BCII check on Sept. 1, 2013, recheck on Sept 7, 2018 next check due within 30 days of Sept 7, 2023, and so on.)
  - b **Employees hired January 1, 2009 and after:** If the Provider hired the employee on or after January 1, 2009, the Provider shall conduct a criminal records check of the employee no later than thirty days after the fifth anniversary of the employee's date of hire and no later than thirty days after each anniversary of the date of hire every five years after the first fifth-year anniversary of the date of hire.  
(Example - if the Provider hired an employee on February 1, 2011, the Provider shall conduct a criminal record check on the employee no later than thirty days after February 1, 2016, no later than thirty days after February 1, 2021, and so on.)
  - c **More frequently than five years:** If the Provider conducts criminal records checks on an employee more frequently than every five years, the Provider is not responsible for conducting criminal records check according to the five-year anniversaries of the employee's date of hire. If a responsible party complies with the requirements for rapback, the responsible party is conducting criminal records checks on a daily basis, which is a less-than-five- year schedule.
- 3.2 Exemptions: A Provider that provides direct-care services is not required to conduct the free database reviews or the BCII five- y e a r criminal records recheck on a direct-care employee if the only type of direct care that the individual provides is:
- a Having access to a client's personal records (e.g., an employee working in a Provider 's office who does not enter a client's home or an employee of a personal emergency response system's central monitoring station who does not enter a client's home);
  - b Under direction of a Rural or County Transit System; or,
  - d Providing services as a volunteer.

4.0 Reverification: If any person has requested a criminal records check of a volunteer, applicant, or employee in the past year, a provider may request a reverification of the criminal record from BCII. The reverification of a criminal records check has the same validity as a criminal records check.

5.1 Notification: The Provider shall inform each volunteer and applicant of the following at the time of initial application for a position to provide direct care (or referral to a Provider that provides direct-care services by an employment service):

- a Free database reviews: The Provider is required to review the free databases to determine if the Provider is prohibited from utilizing the volunteer or employing the applicant in a direct-care position.
- b Criminal records checks: Unless the free database reviews reveal that the applicant or volunteer may not be employed or utilized in a direct care position:
  - (i) The Provider is required to conduct a criminal records check to determine if the Provider is prohibited from utilizing the volunteer or employing the applicant in a direct care position; and,
  - (ii) The applicant is required to provide a set of the volunteer or applicant's fingerprint impressions as part of a criminal records check.
- c Frequency: If the Provider utilizes the volunteer or employs the applicant, as a condition of continued employment, the provider shall conduct the free database reviews listed in 1.01 and shall request BCII criminal records checks to determine if the Provider is prohibited from employing the applicant in a direct-care position.
- d Fees:
  - (i) ) If applicable, the fee required under paragraph 8.0 of this condition.
  - (ii) Any fees that are associated with obtaining fingerprint impressions.

6.0 FBI: If a volunteer, applicant, or employee does not furnish the Provider with evidence that he or she has been a resident of Ohio for the five-year period immediately preceding the date the Provider requests the criminal records check, or if the applicant does not provide the Provider with evidence that BCII has requested his or her criminal records from the FBI within that five- year period, the Provider shall request that BCII obtain information from the FBI as part of the criminal records check. Even if an applicant does furnish the Provider with evidence that he or she has been a resident of Ohio for the five-year period, the provider may request that BCII obtain information from the FBI as part of the criminal records check.

7.1 Forms and fingerprints:

7.2 The Provider shall provide each volunteer or applicant with the form fingerprint impression sheet required to conduct a criminal records check, which may be tangible, electronic, or both tangible and electronic.

- a If the Provider requests that BCII include information from the FBI in the criminal records check report, the Provider shall also

provide the volunteer or applicant with the form necessary to obtain the FBI's information; and,

- b The Provider shall forward the completed form(s) and fingerprint impression sheet to BCII for processing.

7.3 The BCII reason codes must ensure sealed records are included in the criminal records check.

8.1 Investigation fees:

8.2 The Provider shall pay BCII the fee prescribed for each criminal records check.

8.3 The Provider may charge a volunteer or applicant a fee so long as the fee does not exceed the amount the Provider pays to BCII, but only if:

- a The Provider notified the volunteer or applicant at the time of initial application of the amount of the fee and that, unless the fee was paid, the Provider would not consider the volunteer or applicant for employment; and,
- b The medical assistance program established under Chapter 5111 of the Revised Code does not reimburse the Provider for the fee.

8.4 The Provider may not charge an employee for the 5-year BCII recheck fee.

9.1 Employment-service exemption: A Provider that provides direct-care services is not required to request a criminal records check of an applicant or employee under paragraph 2.0 of this condition if the applicant or employee was referred to the Provider by an employment service that refers applicants to Providers to fill full-time, part-time, or temporary positions involving direct care and:

- a The employment service provides the Provider with a criminal records check report on the applicant or employee that was conducted no more than one year before the applicant's or employee's referral and the criminal records check report demonstrates that the applicant or employee was not convicted of a disqualifying offense; or, the report demonstrates that the applicant or employee was convicted of a disqualifying offense, but the Provider chooses to hire the applicant under paragraph 11.0 of this condition ; or,
- b The employment service or the applicant provides the Provider with a letter from the employment service, that is on the employment service's letterhead, that is dated and signed by a supervisor or another designated official of the employment service, and that states that the employment service has requested a criminal records check on the applicant, that the requested criminal records check will include a determination of whether the applicant has been convicted of a disqualifying offense, that, as of the date set forth on the letter, the employment service had not received the criminal records check report, and that, when the employment service

receives the report, it promptly will send a copy of it to the Provider. If the Provider employs an applicant conditionally under this paragraph, it shall also comply with the requirements for conditional employment under paragraph 10 of this condition.

10.1 Conditional employment:

10.2 The Provider shall only utilize a volunteer or hire an applicant before obtaining a criminal records check report if:

- a The Provider reviewed the free databases, and the free database reviews do not disqualify the volunteer or applicant;
- b The Provider utilizes the volunteer or hires the applicant on a conditional basis;
- c The Provider initiates the process of obtaining a criminal records check no later than five business days after the volunteer or applicant begins conditional employment; and,
- d The volunteer or applicant furnishes the Provider with a completed fingerprint impression sheet before the commencement of the individual's conditional employment.

10.3 Removal of conditionally hired volunteers and applicants:

- a The Provider shall remove the volunteer or applicant from providing direct care to any home52 client if the provider does not receive a criminal records check report from BCII within the period ending sixty days after the provider requested it from BCII; or,
- b Regardless of when the results of the criminal records check are obtained, if the results indicate that the volunteer or applicant was convicted of, plead guilty to, or been found eligible for intervention in lieu of conviction for a disqualifying offense, the Provider shall remove the volunteer or employee from providing direct services to any home52 client unless the Provider hires the applicant under the terms of Paragraphs 11.0 through 13.0 of this condition.

11.0 Disqualifying Offenses and exclusionary periods: Attachment B of the Conditions of Participation (this document) lists disqualifying offenses and required exclusionary periods. The Provider must refer to Attachment B to determine if the Provider may utilize a volunteer, employ or continue to employ an employee in a position involving providing direct care if that volunteer, applicant, or employee was convicted of or plead guilty to an offense listed in Attachment B of this document.

12.1 Certificates: Except for an individual with a disqualifying offense listed under Tier I of Attachment B of this document, a Provider may utilize a volunteer, hire an applicant, or continue to employ an employee who was issued either:

- a A Certificate of qualification for employment issued by a court of common

pleas with competent jurisdiction pursuant to section 2953.25 of the Revised Code; or;

- b A Certificate of achievement and employability in a home and community-based service-related field, issued by the department of rehabilitation and corrections pursuant to section 2961.22 of the Revised Code.

13.1 Pardons: A conviction or a plea of guilty to an offense listed or described in Attachment B of this document shall not prevent an applicant's employment or utilization of a volunteer under any of the following circumstances:

- a The volunteer, applicant, or employee was granted an unconditional pardon for the offense pursuant to Chapter 2967 of the Revised Code;
- b The volunteer, applicant, or employee was granted an unconditional pardon for the offense pursuant to an existing or former law of this state, any other state, or the United States, if the law is substantially equivalent to Chapter 2967 of the Revised Code;
- c The conviction or guilty plea was set aside pursuant to law; or
- d The volunteer, applicant or employee was granted a conditional pardon for the offense pursuant to Chapter 2967 of the Revised Code and the conditions under which the pardon was granted have been satisfied.

#### 14.1 Records

14.2 Confidentiality: The Provider shall maintain the confidentiality of all criminal records check information, including information regarding disqualifying offenses. The Provider shall not make a report available to any person other than:

- a Appropriate staff within the Provider's agency;
- b The volunteer, applicant, or employee who is the subject of the criminal records check;
- c The staff of home52 and/or their designee.

14.3 Records retention: Personnel files:

- a What to retain: for each volunteer and employee the Provider shall retain the following records:
  - (i) A copy of the result of each free database review required under paragraph 1.01 of this condition.
  - (ii) the original copy of any criminal records report or the original copy of any reverified criminal records report.
  - (iii) official copy of a certificate of qualification for employment, if a court issued a certificate of qualification to the employee.
  - (iv) official copy of a certificate of achievement and employability, if the department of rehabilitation and corrections issued a certificate of achievement and employability to the employee.
  - (v) An official copy of a pardon, if a governor pardoned the employee.
  - (vi) The date the Provider made a decision to utilize the volunteer or hired the employee.



- b Sealed files: To comply with paragraph 14.01 of this condition, the Provider shall retain the records required under paragraph 14.02a of this condition by sealing them within the personnel files or by retaining them in separate files from the personnel files.
- c Retain how long? The Provider shall retain the records and data identified in 14.02a during the entire term of their Agreement with home52 and for at least six (6) years after termination of the employee or volunteer.

15.1 Roster: The Provider shall maintain a roster of applicants, employees, and volunteers that includes, but is not limited to:

- a The name of each applicant, employee, or volunteer.
- b The date the applicant, employee or volunteer started to work for the provider.
- c The date the criminal records check, and any recheck requests were submitted to BCII.
- d The date the criminal records check(s) were received.
- e A determination of whether the results of the check revealed that the applicant, employee or volunteer committed a disqualifying offense(s).

16.0 Records: The Provider, upon request, must make available to home52 staff and or designee any records relating to free database reviews and BCII criminal records checks, including but not limited to personnel files and the roster.

## CRIMINAL RECORDS CHECK TIER REFERENCES

**Tier I: Permanent exclusion:** No provider shall utilize a volunteer, employ an applicant or continue to employ an employee in a position involving providing direct care to a home52 client, if the individual was convicted of, or pleaded guilty to, an offense in any of the following sections of the Revised Code:

|          |  |
|----------|--|
|          | Aggravated murder  |
|          | Murder   |
|          | Voluntary manslaughter   |
| 2903.11  | Felonious assault  |
|          | Permitting child abuse   |
|          | Failing to provide for a functionally impaired person                |
| 2903.34  | Patient abuse or neglect   |
| 2903.341 | Patient endangerment   |
|          | Kidnapping   |
|          | Abduction  |
|          | Human Trafficking  |
|          | Unlawful conduct with respect to documents                           |
|          | Rape   |
|          | Sexual battery   |
|          | Unlawful sexual conduct with a minor, formerly corruption of a minor |
|          | Grosssexualimposition  |
|          | Sexualimposition   |
|          | Importuning  |
|          | Voyeurism  |
| 2907.12  | Felonious sexual penetration   |
|          | Disseminating matter harmful to juveniles                            |
|          | Pandering obscenity  |
|          | Pandering obscenity involving a minor                                |
|          | Pandering sexually oriented matter involving a minor                 |
|          | Illegal use of a minor in nudity-oriented material or performance    |
|          | Soliciting or providing support for an act of terrorism              |
|          | Making terroristic threats   |
|          | Terrorism  |
| 2913.40  | Medicaid Fraud   |

If related to another offense of this rule, 2923.01(conspiracy), 2923.02 (attempt). Or 2923.03 (complicity);

A conviction related to fraud, theft; embezzlement; breach of fiduciary responsibility, or other financial misconduct involving a federal or state-funded program, excluding the disqualifying offenses set forth in section 2913.46 (illegal use of SNAP or WIC program benefits)

A violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the Tier I offenses or violations described above.

**Tier II: Ten-Year exclusionary period:** No provider shall utilize a volunteer, employ an applicant or continue to employ an employee in a position involving providing direct care to a home52 client for a period of ten years from the date the individual was fully discharged from all imprisonment, probation or parole; if the individual was convicted of, or plead guilty to, an offense in any of the following sections of the Revised Code:

- 2903.04 Involuntary manslaughter
- 2903.041 Reckless homicide
- Child stealing, as it existed before July 1, 1996
- Child enticement
- 2905.11 Extortion
- Compelling prostitution
- Promoting prostitution
- Enticement or solicitation to patronize a prostitute; procurement of a prostitute for another
- Aggravated arson
- Arson
- 2911.01 Aggravated robbery
- 2911.11 Aggravated burglary
- 2913.46 Illegal use of SNAP or WIC program benefits
- Worker's compensation fraud
- Identity fraud
- 2917.02 Aggravated riot
- Carrying concealed weapons
- Illegal conveyance or possession of deadly weapon or dangerous ordnance in a school safety zone, illegal possession of an object indistinguishable from a firearm in a school safety zone
- Illegal conveyance, possession, or control of deadly weapon or ordnance into a courthouse
- Having weapons while under disability
- Improperly discharging a firearm at or into a habitation or school
- Discharge of firearm on or near prohibited premises
- 2923.21 Improperly furnishing firearms to a minor
- 2923.32 Engaging in a pattern of corrupt activity
- 2923.42 Participating in a criminal gang
- Corrupting another with drugs
- Trafficking in drugs
- Illegal manufacture of drugs or cultivation of marijuana
- 2925.041 Illegal assembly or possession of chemicals for the manufacture of drugs
- 3716.11 Placing harmful or hazardous objects in food or confection

If related to another offense under paragraph of this rule, 2923.01 (conspiracy), 2923.02 (attempt), or 2923.03 (complicity);

Or, a violation of an existing or former municipal ordinance or law of this state, any other state, or United States that is substantially equivalent to any of the Tier II offenses or violations described above.

If a volunteer, applicant, or employee was convicted of multiple disqualifying offenses, including an offense listed under Tier II, and another offense or offenses listed in under Tier II, Tier III and Tier IV of this rule, and if the multiple disqualifying offenses are not the result of, or connected to, the same act, the individual is subject to a fifteen-year exclusionary period.

**Tier III: Seven-Year exclusionary period:** No provider shall utilize a volunteer, employ an applicant, or continue to employ an employee in a position involving providing direct care to a home52 client for a period of seven years from the date the individual was fully discharged from all imprisonment, probation or parole; if the individual was convicted of, or plead guilty to, an offense in any of the following sections of the Revised Code:

- 959.13 Cruelty to animals
- 959.131 Prohibitions concerning companion animals
- 2903.12 Aggravated assault
- 2903.21 Aggravated assault
- 2903.211 Menacing by stalking
- 2905.12 Coercion
- 2909.04 Disrupting public services
- 2911.02 Robbery
- 2911.12 Burglary
- 2913.47 Insurance Fraud
- 2917.01 Inciting to violence
- 2917.03 Riot
- 2917.31 Inducing panic
- 2919.22 Endangering children
- 2919.25 Domestic violence
- 2921.03 Riot
- 2921.11 Perjury
- 2921.13 Falsification, falsification in a theft offense, falsification to purchase a firearm, or falsification to obtain a concealed handgun license
- Escape
- Aiding escape or resistance to lawful authority
- Illegal conveyance of weapons, drugs, or other prohibited items onto the grounds of a detention facility or institution
- Funding drug trafficking
- Illegal administration of distribution of anabolic steroids
- 2925.24 Tampering with drugs
- 2927.12 Ethnic intimidation

If related to another offense under paragraph of this rule, 2923.01 (conspiracy), 2923.02 (attempt), or 2923.03 (complicity); Or, a violation of an existing or former municipal ordinance or law of this state, any other state, or United States that is substantially equivalent to any of the Tier III offenses or violations described above.

If a volunteer, applicant, or employee was convicted of multiple disqualifying offenses, including an offense listed under Tier III, and another offense or offenses listed in under Tier III and Tier IV of this rule, and if the multiple disqualifying offenses are not the result of, or connected to, the same act, the individual is subject to a ten-year exclusionary period.

**Tier IV: Five-Year exclusionary period:** No provider shall utilize a volunteer, employ an applicant, or continue to employ an employee in a position involving providing direct care to a home52 client for a period of five years from the date the individual was fully discharged from all imprisonment, probation or parole; if the individual was convicted of, or plead guilty to, an offense in any of the following sections of the Revised Code:

|          |  |
|----------|--|
| 2903.13  | Assault  |
| 2903.22  | Menacing   |
| 2907.09  | Public indecency   |
|          | Soliciting, engaging in solicitation after a positive HIV test     |
|          | Prostitution   |
| 2907.33  | Deception to obtain matter harmful to juveniles                    |
| 2911.13  | Breaking and entering  |
|          | Theft  |
|          | Unauthorized use of a vehicle                                      |
|          | Unauthorized use of computer, cable, or telecommunication property |
|          | Telecommunications fraud   |
| 2913.11  | Passing bad checks   |
| 2913.21  | Misuse of credit cards   |
|          | Forgery, forging identification cards                              |
|          | Criminal simulation  |
|          | Defrauding a rental agency or hostelry                             |
|          | Tampering with records   |
|          | Securing writings by deception                                     |
|          | Personating an officer   |
| 2913.441 | Unlawful display of law enforcement emblem                         |
| 2913.45  | Defrauding creditors   |
| 2913.51  | Receiving stolen property  |
| 2919.12  | Unlawful abortion  |
| 2919.121 | Unlawful abortion upon minor                                       |
| 2919.123 | Unlawful distribution of an abortion-inducing drug                 |
|          | Interference with custody  |
|          | Contributing to the unruliness or delinquency of a child           |
| 2921.12  | Tampering with evidence  |
| 2921.21  | Compounding a crime  |
| 2921.24  | Disclosure of confidential information                             |
| 2921.32  | Obstructing justice  |
| 2921.321 | Assaulting or harassing a police dog, horse, or service animal     |

- 2921.51 Impersonation of peace officer
- 2925.09 Illegal administration, dispensing, distribution, manufacture, possession, selling, or using any dangerous veterinary drug
- 2925.11 Drug possession, unless a minor drug possession offense
- 2925.13 Permitting drug above
- Deception to obtain a dangerous drug
- Illegal processing of drug documents
- 2925.36 Illegal dispensing of drug samples
- Unlawful purchase of a pseudoephedrine product, underage purchase of a pseudoephedrine product, using false information to purchase a pseudoephedrine product, improper purchase of a pseudoephedrine product
- Unlawfully selling a pseudoephedrine product unlawfully selling a pseudoephedrine product to a minor; improper sale of a pseudoephedrine product);

If related to another offense under paragraph of this rule, 2923.01 (conspiracy), 2923.02 (attempt), or 2923.03 (complicity);

Or, a violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the TierIV offenses or violations described above.

If a volunteer, applicant, or employee was convicted of multiple disqualifying offenses, including an offense listed under Tier IV, and another offense or offenses listed in under Tier IV of this rule, and if the multiple disqualifying offenses are not the result of, or connected to, the same act, the individual is subject to a seven-year exclusionary period.

**Tier V: No exclusionary period:** A provider may utilize a volunteer, employ an applicant, or continue to employ an employee involving providing direct care to a home52 client if the individual was convicted of, or pleaded guilty to, an offense in any of the following sections of the Revised Code:

- 2925.11 Drug possession, but only if a minor drug possession offense
- 2925.14 Illegal use, possession, dealing, selling, or advertising of drug paraphernalia
- 2925.141 Illegal use or possession of marijuana drug paraphernalia

Or, a violation of an existing or former municipal ordinance or law of this state, any other state, or the United States that is substantially equivalent to any of the Tier V offenses or violations described above.

**home52 TRANSPORTATION**

**SERVICE SPECIFICATIONS**

~~2021~~August 1,

2022

home52 TRANSPORTATION  
SERVICE SPECIFICATIONS  
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## home52 TRANSPORTATION SERVICE SPECIFICATIONS

### 1.0 OBJECTIVE

home52 Transportation is a transportation brokerage service designed to enable a client to receive high quality, person-centered, transportation for both non-emergent medical transportation and non-medical transportation. home52 will contract with organizations and/or funders that are interested in this type of service. Some funders may require the service be authorized by the client's plan of care, when transportation is not otherwise available or funded by state plan Medicaid or any other source. Some funders may require whenever possible, clients must use family, neighbors, friends or other resources to provide this service.

### 2.0 DEFINITIONS

**Provider:** A transportation company contracted with the transportation coordination entity to provide transportation services, vehicles, and drivers.

**Driver:** Individual contracted or employed by the transportation provider for the purposes of piloting a vehicle in a safe and professional manner.

**Transportation Coordination Entity:** Acts as central coordination and dispatch of providers for transportation and on demand (expedited) trips.

**High Quality, Person-Centered Transportation:** Transportation that meets the level of service and assistance the client requires and is customer focused.

**Transportation Management System (TMS):** A software package with the capability to optimize routing, scheduling, dispatching, and communication between all parties including client and/or customers.

### 3.0 UNIT OF SERVICE

3.1 A unit of service is a "one-way" trip.

3.2 The unit rate is the price quoted for the "one-way" trip.

3.3 The unit rate must include all transportation coordination associated with the trip including administrative costs, training and documentation time.

3.4 Additional units require prior authorization from Care/Case Manager.

3.5 Transportation Services must be authorized by the Care/Case Manager.

## 4.0 PROVIDER REQUIREMENTS

Provider requirements include the following:

- 4.1 The Provider must furnish evidence of a service back-up plan to provide service when a vehicle becomes disabled.
- 4.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.101 of the Ohio Revised Code.
- 4.3 The Provider must bill using rates established in the Provider's contract.
- 4.4 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.
- 4.5 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 4.6 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the highway patrol safety inspection unit, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in Appendix A of this rule, as applicable to the vehicle inspected. A legible copy of the inspection is to be kept in the vehicle.
- 4.7 The Provider must assure that the vehicle has identifying information for the client that identifies the vehicle as a Transportation Provider. This may be done through a decal or dashboard sign.
- 4.8 The Provider must assure that all vehicle drivers have photo identification badges or uniforms identifying them as employees of the Provider.
- 4.9 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in Appendix B on a daily basis.
- 4.10 The Provider must have an approved device in the vehicle that can operate use and access the Transportation Management System (TMS). The TMS requirements and features include: that

(a) Drivers must be signed on to the system at the time of transport.

~~(a)~~(b) Tracks available vehicles and dispatches the closest available vehicle.

~~(b)~~(c) Provides a driver profile photo that identifies the driver for the trip.

~~(c)~~(d) Allows driver to communicate with the transportation coordinators, caregivers, medical providers and clients.

~~(d)~~(e) Allows transportation coordinators or clients to schedule trips and dispatch drivers.

~~(e)~~(f) Maintains the trip logs, including pick-up and drop-off locations, date and time of pick-up and drop off, job ticket number, name of the driver, and name of the client, vehicle number ~~(if vehicle has no assigned vehicle number then the license plate number can suffice).~~

~~(f)~~(g) Failure to keep and use the approved device for use with transportation management system will result in rejecting the claim for payment.

~~(g)~~(h) Provides billing information to the transportation coordination entity.

~~(h)~~(i) Allows the transportation coordination entity to access, schedule rides, dispatch and communicate with the driver.

(j) Is mounted in such a way that does not obscure the drivers view of the road, mirrors, or peripheral views.

4.11 In the event of systems failure, the Provider must document and maintain a record of each service-related trip per the requirements outlined in 4.10(e). ~~client contact to include:~~

~~Each service delivered~~

~~Date of contact~~

~~Type of contact~~

~~Name(s) of person(s) having contact with the client.~~

- 4.12 The provider must have a policy in place prohibiting any alcohol and drug use and have testing protocols in place for all drivers pursuant to USDOT Rule 49 CFR Part 40.

## 5.0 TRAINING

~~5.1 All providers TMS system used by the transportation coordination center for scheduling, dispatch and communication with clients and transportation coordination staff.~~

~~Prior to transporting clients, the provider must document agency's transportation training with return demonstration on transferring client, wheel chair lift operation, restraint application, and universal precautions.~~

~~5.25.1~~ The Provider must assure and document in driver's file, prior to transporting clients, that each driver meets all of the following requirements:

~~(a) Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Aging.~~

~~(b) Evidence of return demonstration on:~~

~~(i) Client transfers;~~

~~(ii) Wheelchair lift operation; and~~

~~(iii) Restraint application~~

~~(c) Training on Universal Precautions~~

~~(d) Training on the DriversMate app and the processes associated with transporting home52 clients.~~

~~5.2 Within six months of hire, all drivers must have one of the following passenger assistance training courses:~~

~~(a) A certificate of completion of the Passenger Assistance Safety and Sensitivity (PASS) Training <https://ctaa.org/pass/>. A refresher course is required every three years thereafter.~~

~~(b) A certificate of completion of the DRIVE Training <http://www.coaaa.org/cms/education/drive-training>. A refresher course is required every three years thereafter.~~

~~5.3 A certificate of completion of an introductory training course addressing the transport of older persons and people with disabilities, and annual training on the following:~~

~~(i) Introduction to COA Clients (provided by COA)~~

**Commented [LL1]:** Make similar to format of ESP, add TMS training and the Intro to COA client

**Commented [LL2]:** Please denote which training should be held annually?

**Commented [LL3R2]:** The decision may be to require annual training on Universal Precautions and Senior Elder Abuse - wait to hear from Bryan

- ~~(ii) — DRIVE or PASS~~
- ~~(iii) — Sensitivity to aging training;~~
- ~~(iv) — An overview of diseases and functional factors commonly affecting older adults;~~
- ~~(v) — Environmental considerations affecting passengers;~~
- ~~(vi) — Instruction in client assistance and transfer techniques;~~
- ~~(vii) — Training on the management of wheelchairs and how to properly secure a wheelchair;~~
- ~~(viii) — The inspection and operation of wheelchair lifts and other assistive equipment;~~
- ~~(ix) — Emergency procedures;~~
- ~~(x) — Senior abuse identification and reporting; and,~~
- ~~(xi) — Infectious disease control.~~

- ~~(b) — In the event providers do not have a qualified DRIVE trainer on staff and additional time is required to enroll new drivers, the provider may request a waiver to allow the new driver to receive training within 6 months.~~

5.3 All trainings requiring renewal must be kept up to date.

## 6.0 Quality Standards

- 6.1 All providers engaged in business with Transportation are expected to attain and maintain quality standards set by the transportation coordinator and/or its funders.
- (a) Provider no show (includes failure to wait) rates will be less than 5%
  - (b) Provider on time rates will be greater than 95%
  - (c) Providers will wait 15 minutes for a client to arrive and will contact dispatch center before leaving the area.
  - (d) Providers will offer hands on assistance through the door and with equipment for all passengers.
  - (e) Client satisfaction rates for the transportation will average 95% or higher.
- 6.2 Timeliness - Arriving to points dispatched within an acceptable window of time. All transportation coordination appointments are expected to have on time arrivals and departures. Acceptable limits for the service are +/-10 minutes.
- 6.3 Pick Up - All transportation providers/drivers are expected to arrive at the pickup location at the predetermined time with the correct vehicle type. Drivers are expected to assist the client, from inside of the building, office, or home into the vehicle, unless otherwise directed. Drivers are expected to wait a minimum of 15 minutes for the client to notify the driver that they are ready.
- 6.4 Drop Off - All transportation providers/drivers are expected to arrive at the drop-off location at the predetermined time with enough time to allow for client unloading to meet the scheduled appointment time. Drivers are expected to assist the client, into and out of the vehicle and office building, unless otherwise directed.
- 6.5 Safety - Safety is of the utmost importance. Transportation providers and their drivers are consistently expected to operate and deliver all services in a safe and professional manner.
- 6.6 Securing the Passenger - All passengers in any vehicle operated under dispatch of are to be properly secured in the vehicle with the proper seatbelts and restraints. All cargo (mobility aids, oxygen tanks, medical equipment) must be properly secured to prevent any movement during transport.
- 6.7 Proper Escorting Technique -
- (a) All hands-on escorting of all passengers including entry and exit of the vehicle must be done in compliance with training received.
  - ~~(a)~~(b) Assist in transfer or escort of all clients safely unless the client specifically refuses the assistance.

- ~~(b)(c)~~ Assistance means providing hands on assistance from inside the client's home to the destination point, which may be inside a medical facility.
- ~~(c)(d)~~ The Provider must perform the same transfer assist service when transporting the client back to the client's residence.

6.8 Maintain a safety checklist that includes items listed in Appendix C of this rule that must be completed by the driver prior to transporting client(s).

6.8 Vehicle Environment - Vehicle must be kept clean and free from debris. The passenger areas (seats and door handles) will be cleaned and disinfected after every passenger to minimize the spread of disease.

6.9 There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.

6.10 Driving-all transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action, sanction or contract termination.

6.11 It is the expectation that all clients & riders will be transported in a timely, safe, clean, friendly, and appropriate manner while receiving the hands-on assistance required by this service. All complaints to the contrary will be investigated. Substantiated complaints may result in corrective action, sanction or contract termination.

6.12 Any instance of a driver leaving a passenger pick up location without the approval of the transportation coordinator will result in a violation of these service specifications and will trigger a full investigation and may result in corrective action, sanction or contract termination.

~~6.13~~ Ridesharing- Ridesharing is only to be done with the consent of the home52 Transportation coordination center.

~~6.14~~ 6.13

## 7.0 Communication

~~7.1 The driver will make every attempt to contact the client prior to pick up to notify the client that the driver is in route. Notification may be made through the Transportation Management System or via phone. The Driver will verify the pickup location and any special assistance required, provide an estimated time of arrival and give their name and vehicle description.~~



~~7.37.1~~ Updating Transportation Coordination dispatch-all drivers and providers are expected to notify the coordination dispatch if/when any event occurs that will delay arrival or cause a client/customer to be late for a scheduled appointment.

(a) If the client does not answer the door when the transportation arrives, and the driver has knocked, rang the doorbell and called the client (3 attempts at contact within 10 minutes), the driver will notify Transportation Coordination who will also attempt to call the client to notify them their ride is waiting.

~~(a)~~(b) Transportation Coordination will notify the driver when they can leave because the trip is unsuccessful and transportation coordination will notify the medical provider that the client was not transported.

~~7.37.2~~ Incident Reporting ~~--Incidents are broken into two categories: Routine and Critical. All incidents are to be reported to Transportation@home52.org, the Transportation coordinator.~~

~~(a) Routine Incident an incident which does not require emergency (Police, Fire, EMS) assistance. These alerts are minor incidents that present routine delays or situations that require either assistance from the brokerage, transportation provider, or other non emergency entity.~~

~~(i) Examples of routine alerts are traffic delays, inclement weather delays, vehicle breakdowns, unauthorized extra stops, etc.~~

~~(b) Critical Alerts an emergency that has occurred while transporting a client. This includes vehicle accident, client fall, any physical health or mental health emergency, or any other incident that required involvement of emergency services (Police, Fire, EMS).~~

~~(i) Examples of critical alerts are heart attacks, client fall, vehicle accident, etc.~~

~~(c) All incident reports have multiple methods of reporting email, text message, phone calls, and reporting through the TMS.~~

**Commented [LL4]:** Suggest making the notifications consistent in the COP and Service Spec.

~~7.47.3~~ Providers will be subject to audits performed by COA Provider Services Department.

~~7.57.4~~ All audit findings will be kept and used for data reporting as required by various program funders.

## 8.0 DRIVER REQUIREMENTS

The Provider must maintain documentation that all transportation drivers:

8.1 Have at least two years of verified licensed driving experience in the United States; and, the driver has the ability to understand English,

written and oral instructions and document services delivered.

- 8.2 Have a current and valid driver's license with fewer than six points against the driver, issued under Chapters 4506 (CDL) or 4507(non CDL) of the Ohio Revised Code or their equivalent if the operator is a resident of another state;
- 8.3 Have followed DOT regulations related to required drug testing before and during employment (USDOT Rule 49 CFR Part 40).
- 8.4 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
- 8.5 Prior to hiring, provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.

Note: As applicable, must meet ambulette licensure requirements by the Ohio Medical Transportation Board.

## **TRANSPORTATION**

### **Appendix A**

#### **Required Annual Inspection Elements for Vehicles. Apply to all vehicles.**

- A. Seating
  - 1. All seats must be securely fastened to the floor.
  - 2. No broken tubing or protruding pieces of metal should be around seats.
- B. Defrosters and heaters
  - 1. Must operate as designed.
  - 2. Heater cores must be clean and free of leaks and obstructions to the flow of air.
  - 3. Hoses must not have cracks or leaks and must otherwise be in good condition.
  - 4. Fan guards must be metal or plastic.
- C. Windshield wipers/washers
  - 1. Must operate as designed.
  - 2. Wiper blades in the vehicle operator's field of vision must be clean.
  - 3. Wiper blades must not be brittle or badly worn.
- D. The floor must be metal and intact without holes.
- E. Mirrors
  - 1. Must have at least one rear view interior mirror that is properly secured and in proper placement.
  - 2. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
  - 3. Prismatic lens must be properly installed.
  - 4. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).
- F. Emergency Equipment
  - 1. Three red reflectors must be stored in the vehicle.
  - 2. The vehicle must have a five-pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on section 10 of the National Fire Protection Association. The fire extinguishers must be charged to the proper pressure rating and securely mounted near the vehicle operator for easy access.
  - 3. The vehicle must be equipped with a first aid kit that is full and up to date (no expired items).
- G. Brakes
  - 1. Must be properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
  - 2. Tail exhaust pipes must be properly secured to prevent dropping on brake lines.

3. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac and hose connections must be free of fluid leaks.
4. Vehicles using air brakes: reservoirs, chambers, valves, connections and lines must be free of air leaks.
5. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
6. All moisture ejection valves must be free of leaks and in proper working order.

H. Emergency Brake

1. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
2. If the emergency brake is located on the drive shaft, the brakes shall:
  - a. Hold the vehicle in parked position;
  - b. Be properly mounted; and,
  - c. Have cables that are properly lubricated and not hazardously worn.

I. Steering Gear

1. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.  
The steering gear assembly, power steering unit, brackets and mounting bolts must be securely fastened.
2. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
3. Tie rod ends must function properly.
4. Tires must not rub any chassis or body component in any position.

J. The horn must operate as designed

K. Windshield/windows

1. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
2. Plexiglas may not be used to replace safety glass.

L. Emergency Door (Applicable to Bus-Type Vehicles)

1. The door must be able to open to its maximum width without catching or binding.
2. All handles must be permanently installed.
3. Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
4. The safety buzzer must operate as designed and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
5. The door must be free of temporary or permanent obstructions.
6. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.

M. Springs/Shocks Must Be Intact and Properly Mounted

N. Tires

Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.

1. Retread tires should not be located on the steering axle.
2. Must be free of irregular wear, cuts, bruises, and breaks.
3. Must be balanced and in proper alignment.
4. All lugs must be present and fitted tightly on tires.
5. All tread types must match mated tires.

O. Exhaust System

1. Must be intact and operating as designed.
2. All pipe and muffler joints must be properly welded or clamped.
3. Exhaust manifolds must be free of cracks and missing bolts.

P. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

Q. The vehicle body condition must be intact and free of broken parts that can cause injury.

R. Gas Tank:

1. Must be free of rust/damage and /or leaks.
2. Must be securely mounted.

S. The seating area and aisle must be free of debris.

## **TRANSPORTATION**

### **Appendix B**

#### **Required Daily Wheelchair Lift Inspection Elements**

For each day services are provided, Providers must complete and document an inspection of the wheelchair lift prior to any client serviced that day according to these specifications:

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift is properly secured to the vehicle when stored.
8. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift any time repairs are necessary.

**TRANSPORTATION**  
**Appendix C**

**Required Vehicle Safety Checklist Elements**

**Vehicle ID:**

**Odometer:**

**Date:**

**Interior:**

Clean Appearance  
Seats (tears, loose armrests, etc.)  
Seat Belts  
Wheelchair Restraints  
Wheelchair Lift Ramp (good condition & secure)  
Cargo Barriers (secure & in place)  
Floor Coverings (safe & clean)  
Electrical/Mechanical:  
Brakes  
Heater/Air Conditioning/Defroster  
Horn  
Gauges (oil, fuel, temperature, etc.)  
Two-way communication device  
Windshield wipers & washers  
Jack & tire tools  
Emergency Brake  
Lights:  
    Headlights: high & low beams  
    Taillights, Marker Lights Brake  
    Lights  
    Turn Signals (front and rear)  
    Backup Lights  
    4-Way Hazard (front and rear)  
    License Plate Light  
    Interior Lights

**Exterior:**

Identification of Provider name  
No Body Damage  
Clean Appearance  
Mirrors (Adjusted and Clean)  
Windows (Clean)  
Doors (Operable from In/Outside)  
Door Locks (Operable)



**Winter:**

Shovel  
Non-Corrosive Traction Material (sand or clay litter)  
Blankets

**Fluids:**

Engine Oil  
Brake Fluid  
Engine Coolant  
Power Steering\*  
Automatic Transmission\*  
Fuel  
Windshield Washer  
Battery

**Belts & Hoses:**

Fan  
Alternator  
Heater Hose  
Radiator  
No Leaks under Vehicle

**Tires:**

Inflation  
Wear  
Sidewall or Tread  
Damage  
Spare

**Emergency Equipment Available:**

Biohazard Kit  
First Aid Kit  
Flares or Reflector Triangles  
Fire Extinguisher

*\*Must Be Checked at Operating Temperature*

## **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

**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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## 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

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~~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

## 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

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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

Since 1992, the Elderly Services Program (ESP) has played a significant role in the well-being of our county's older adults. In 2021, ESP helped 8,220 residents remain safe and independent in their homes. Our program's clients are reflective of our county's diverse population: nearly 40 percent of clients identify as African American or another minority population.



ESP is flexible, innovative and in touch with the needs of older adults. In 2020, the program became a lifeline for those who needed pandemic-related support such as meals, supplies and masks. Efforts shifted in 2021 to vaccinations: providing shots at clinics or at home; helping older adults locate and make appointments; and transporting older adults to appointments.

Much of the transportation to these appointments was provided by an ESP pilot program – home52 Transportation. This program is shifting the long-held approach to transportation for older adults. Whereas most systems require pre-scheduling of rides – among other inconvenient and inefficient features – home52 Transportation schedules rides on demand. Early feedback from Hamilton County riders is promising, and the program will expand to serve more county residents.

The national home health aide shortage continues to impact our program, but ESP administrator Council on Aging has been working on creative solutions to overcome this challenge, including making the client-aide matching process more efficient and collecting and using data to provide better quality service.

Hamilton County voters understand the important role ESP plays in making our community a great place to live. They have approved the senior services levy – the primary funding source for ESP – every year since it has been on the ballot. This program benefits our entire community – from older adults receiving care, to family caregivers who can work and focus on young families because their older loved ones are safe. This fall, voters will be asked to renew the levy. With any luck – and a strong community education campaign – history will repeat itself, as ESP would cease to exist without the financial support of the levy.

There are many great ESP stories to tell. I encourage you to read more about the initiatives mentioned above in this report and scan the QR code inside this report to learn even more about ESP in 2021.

Sincerely,  
Rose Stertz  
Chair, Hamilton County Elderly Services Program Advisory Council

## ESP Is a Community Partnership



**Hamilton County Commissioners**  
Stephanie Summerow Dumas, President; Alicia Reece, Vice President; Denise Driehaus, Commissioner



**Hamilton County Elderly Services Program Advisory Council**  
Rose Stertz, Chair; Matthew Worth, Vice Chair; Viola Brown; Lavina Bryant; Janice Hunter; Dimity Orlet; Diane Slovin; Susan Van Amerongen



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

The program is operated by Council on Aging (COA) via a contract with Hamilton County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services via competitive contracts with COA. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

**COST TO TAXPAYERS:**

**\$350**  
Monthly costs for ESP services

**VS**

**\$6,000+**  
Monthly costs for nursing home care

## What Is COA's Role?

As the program's operator, COA provides: eligibility assessments; care management; program development; provider management; data analytics; financial services; 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:



55,966

requests for information and referral fulfilled



1,052

individuals in Hamilton County were provided support to transition from one care setting to another



\$3.1 million

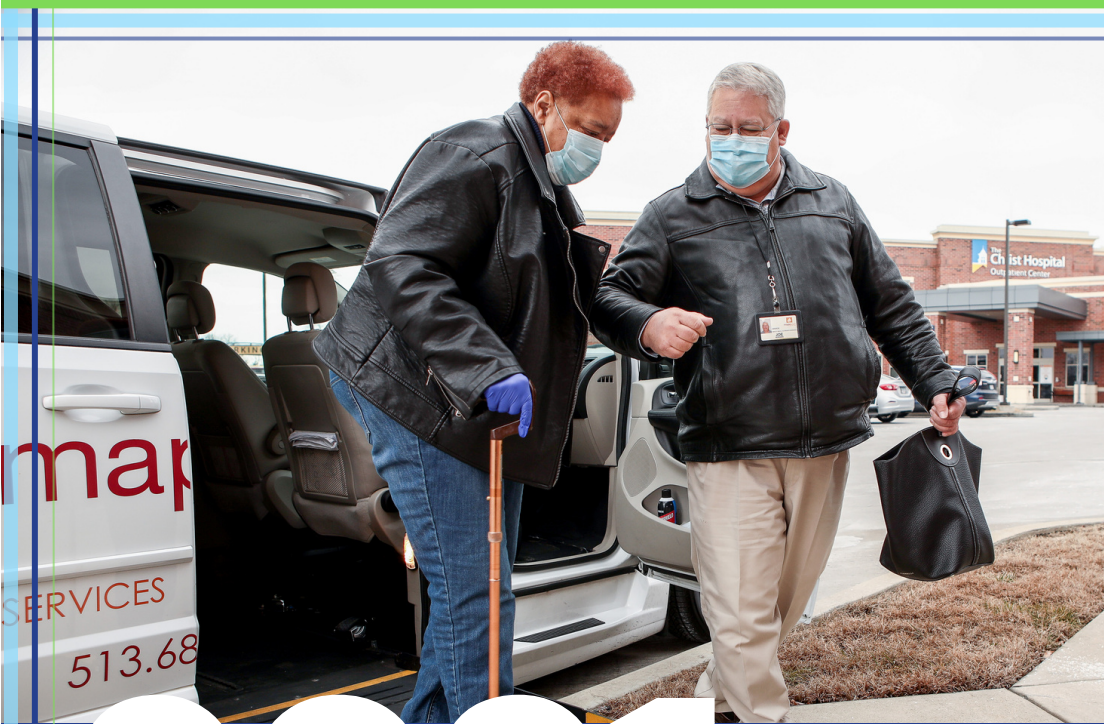
in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services



5,152

Hamilton County residents received home- and community-based services through Medicaid-funded programs

# HAMILTON COUNTY Elderly Services Program



# 2021 Annual Report





# 2021

## Client Stats

Hamilton 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.

8,220  
CLIENTS  
SERVED

68%  
FEMALE  
32%  
MALE

60%  
LIVE ALONE

76%  
AGE 70+  
42 ARE 100+

843 DAYS  
AVG TIME ON  
PROGRAM

\$164/MO  
OUT-OF-POCKET  
MEDICAL EXPENSES

\$1,659  
MEAN MONTHLY  
INCOME

40%  
MINORITIES

## Success Stories

To read these full success stories and more, scan the code with your mobile device or visit [www.help4seniors.org/hcesp2021](http://www.help4seniors.org/hcesp2021)



### ESP helps veteran remain independent after a stroke



Duncan remembers the day well: January 14, 2011. He decided he could no longer ignore the strange sensations he had been having. His computer mouse felt like it weighed 10 pounds; a pen felt so floppy in his hand that he couldn't write.

"I had tried to argue with myself," he said. "'You're alright. You're fine.' But I finally told the landlady that I thought I might be having a stroke. She called emergency and from then on, that was life-changing for me."

At age 71, Duncan had indeed had a stroke. He was hospitalized and then in rehabilitation for three months. Returning home, he knew that without any family to help him, he would need support if he wanted to stay independent. ([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](#))

Hamilton 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.

## 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 1996 provides 89 percent of ESP's funding. The most recent tax levy was approved by 72 percent of voters in 2017. The 1.6-mill levy costs property owners \$40.25 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 Hamilton 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) | \$2,253,210         |
| Client Donations and Co-payments         | \$394,616           |
| Hamilton County Elderly Services Levy    | \$21,178,339        |
| <b>TOTAL REVENUE</b>                     | <b>\$23,826,165</b> |

### Expenses

| SERVICE                        | CLIENTS SERVED | SERVICE UNITS        | COST                |
|--------------------------------|----------------|----------------------|---------------------|
| Care Management                | 7,721          | 59,720 months        | \$3,771,799         |
| Home-Delivered Meals           | 4,237          | 792,889 meals        | \$5,383,793         |
| Electronic Monitoring System   | 3,865          | 36,136 months        | \$747,269           |
| Home Care Assistance           | 3,442          | 319,955 hours        | \$7,312,670         |
| Medical Transportation         | 1,133          | 31,168 one-way trips | \$1,341,577         |
| Home Medical Equipment         | 987            | 3,841 items          | \$268,513           |
| FastTrack Home Care Management | 936            | 1,383 months         | \$990,027           |
| Transportation Coordination    | 880            | 17,193 hours         | \$75,273            |
| Minor Home Repairs             | 441            | 490 repairs          | \$429,768           |
| Consumer-Directed Care         | 328            | 84,505 months        | \$1,250,792         |
| Non-Medical Transportation     | 284            | 4,601 one-way trips  | \$130,028           |
| Independent Living Assistance* | 127            | 1,737 hours          | \$135,376           |
| Adult Day Services             | 74             | 7,434 days           | \$234,976           |
| Adult Day Transportation       | 32             | 3,524 miles          | \$55,037            |
| Environmental Services**       | 32             | 166 jobs             | \$100,471           |
| Kinship Meals***               | 15             | 2,614 meals          | \$12,758            |
| Institutional Respite***       | 5              | 47 nights            | \$13,529            |
| Intake and Assessment          | N/A            | N/A                  | \$122,332           |
| Administration                 | N/A            | N/A                  | \$1,450,175         |
| <b>TOTAL EXPENSES</b>          |                |                      | <b>\$23,826,165</b> |

### Additional Expenses

Hamilton County Commissioners distributed funds from the senior services levy to the following services and organizations: patient navigation, \$226,006; senior homeless medical care, \$259,703; Hamilton County Job and Family Services Adult Protective Unit, \$399,304; Hamilton County Veterans Service Commission, \$156,283.

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

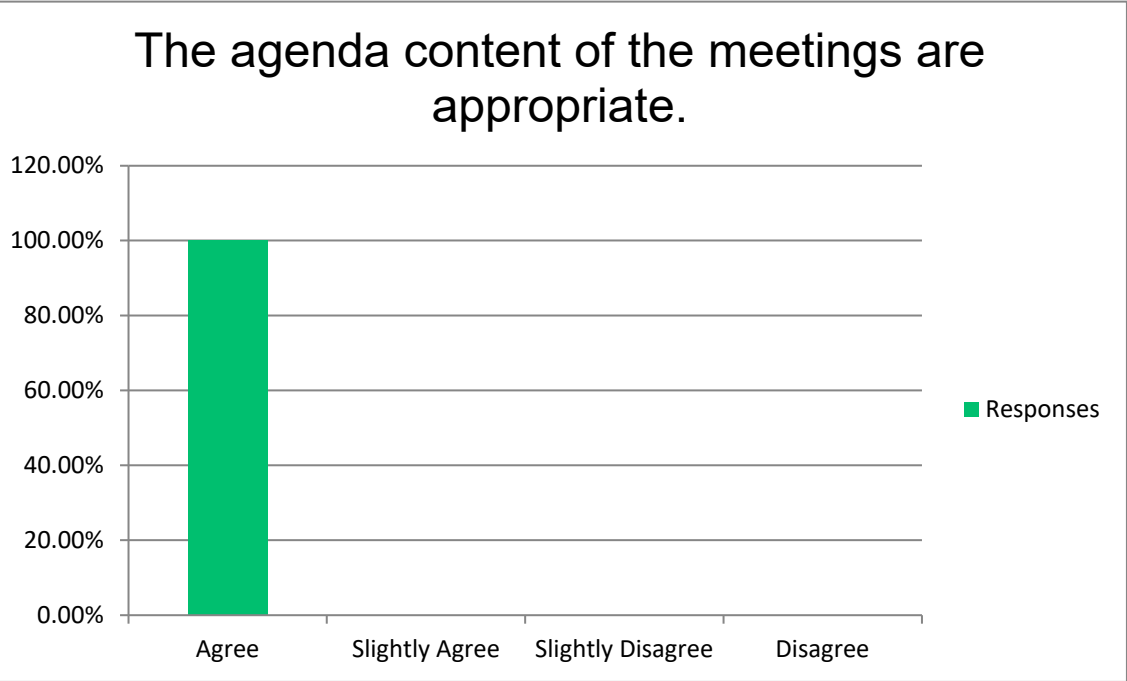
\*\*Pest control, major housekeeping and waste removal.

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

Copy of HCESP Advisory Council Meeting Feedback Survey

**The agenda content of the meetings are appropriate.**

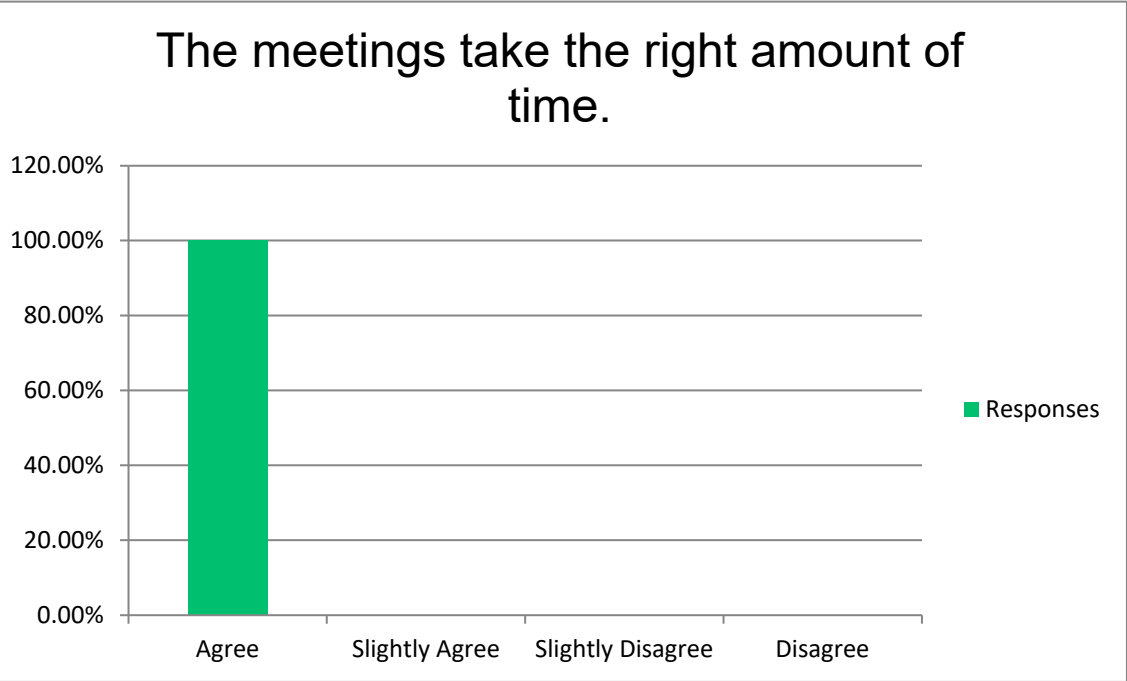
| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 100.00%   | 4        |
| Slightly Agree    | 0.00%     | 0        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |



Copy of HCESP Advisory Council Meeting Feedback Survey

**The meetings take the right amount of time.**

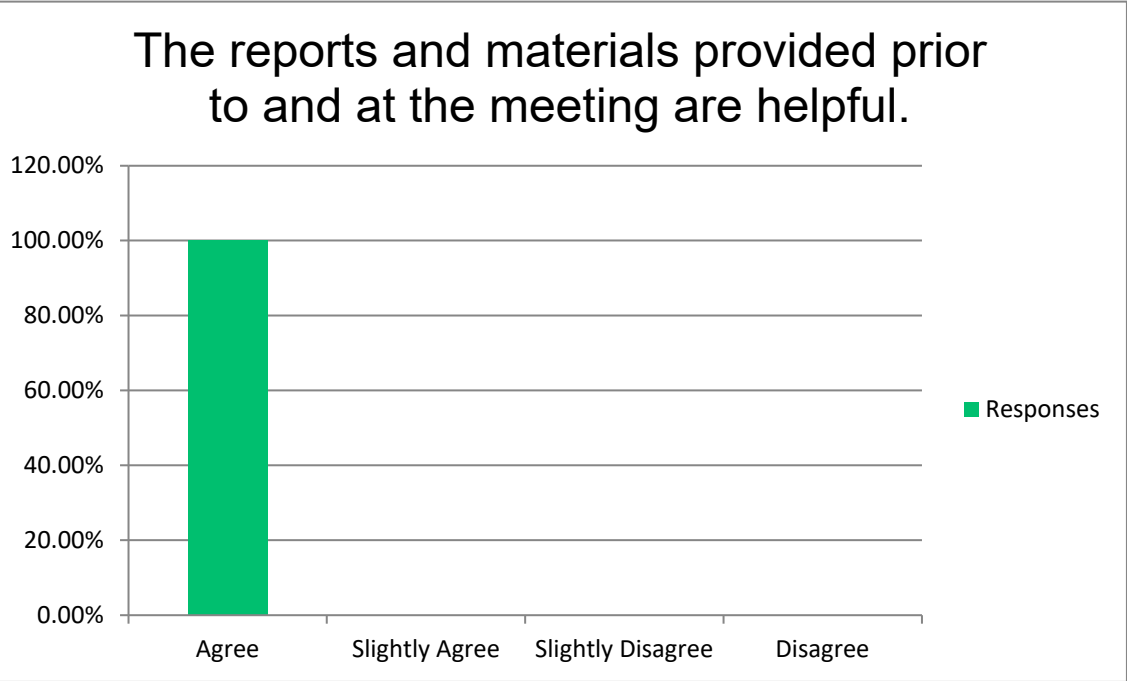
| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 100.00%   | 4        |
| Slightly Agree    | 0.00%     | 0        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |



Copy of HCESP Advisory Council Meeting Feedback Survey

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

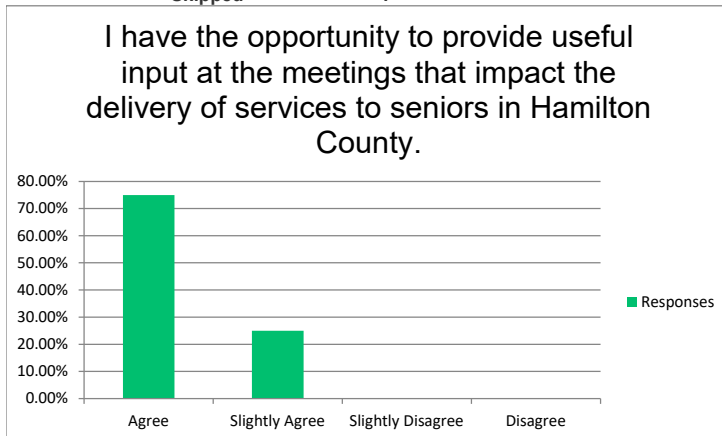
| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 100.00%   | 4        |
| Slightly Agree    | 0.00%     | 0        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |



Copy of HCESP Advisory Council Meeting Feedback Survey

**I have the opportunity to provide useful input at the meetings that impact the delivery of services to seniors in Hamilton County.**

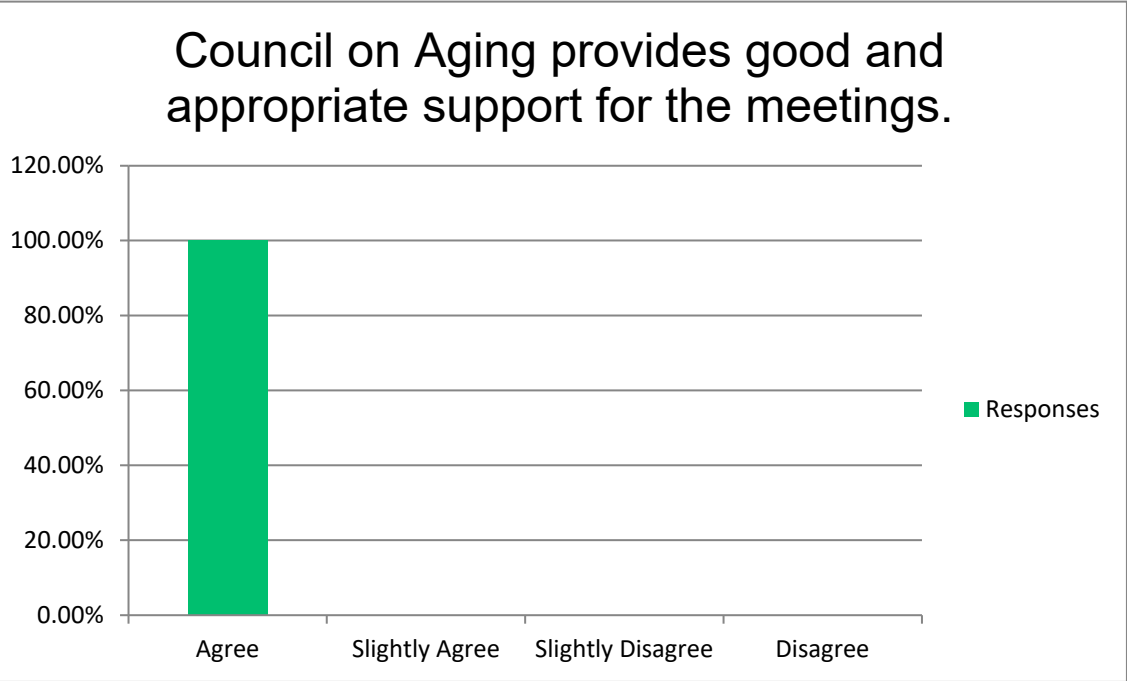
| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 75.00%    | 3        |
| Slightly Agree    | 25.00%    | 1        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |



Copy of HCESP Advisory Council Meeting Feedback Survey

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

| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 100.00%   | 4        |
| Slightly Agree    | 0.00%     | 0        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |

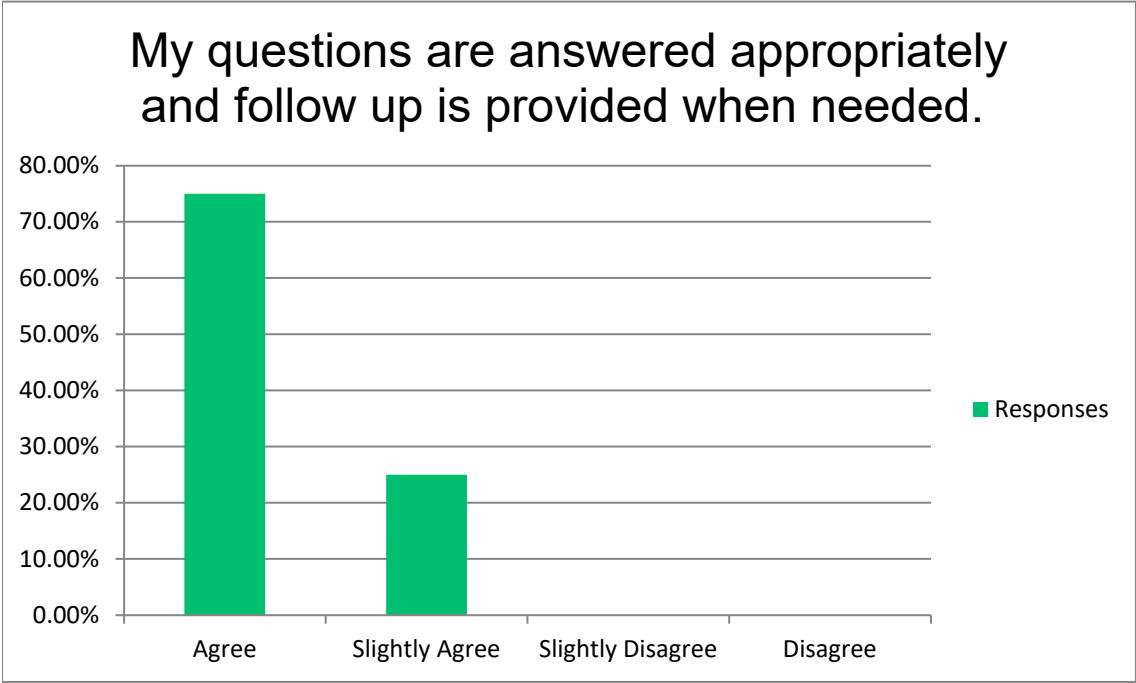




Copy of HCESP Advisory Council Meeting Feedback Survey

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

| Answer Choices    | Responses |          |
|-------------------|-----------|----------|
| Agree             | 75.00%    | 3        |
| Slightly Agree    | 25.00%    | 1        |
| Slightly Disagree | 0.00%     | 0        |
| Disagree          | 0.00%     | 0        |
| <b>Answered</b>   |           | <b>4</b> |
| <b>Skipped</b>    |           | <b>1</b> |



## Q7 List what is working well.

Answered: 3   Skipped: 2

| # | RESPONSES  | DATE               |
|---|--|--------------------|
| 1 | I find the entire communication and meeting process thorough and easy for Committee members. | 4/24/2022 3:54 PM  |
| 2 | the last meeting was my first meeting , hard to determine                                    | 4/19/2022 10:42 AM |
| 3 | Allowing for questions and input concerning older adult health and health care.              | 4/11/2022 1:38 PM  |

## Q8 List what could be improved.

Answered: 3   Skipped: 2

| # | RESPONSES  | DATE               |
|---|--|--------------------|
| 1 | time of meeting could be closer to early AM or closer late pm . I t makes it hard at 2:00 pm to get away . | 4/19/2022 10:42 AM |
| 2 | I need a new member orientation!   | 4/11/2022 1:43 PM  |
| 3 | Follow up at future meetings for questions and input from prior meetings.                                  | 4/11/2022 1:38 PM  |

Copy of HCESP Advisory Council Meeting Feedback Survey

**What meeting format do you prefer?**

| Answer Choices                             | Responses |          |
|--|-----------|----------|
| In Person Only                             | 20.00%    | 1        |
| Virtual Only                               | 0.00%     | 0        |
| Hybrid- both in person and virtual options | 80.00%    | 4        |
| <b>Answered</b>                            |           | <b>5</b> |
| <b>Skipped</b>                             |           | <b>0</b> |

