

## AGENDA

### WCESP Advisory Council Meeting

September 13, 2023, at 9:30 am – 11:00 am

406 Justice Drive, Lebanon OH 45036 – Room 124

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m9f8fe6e0acdc911a4513cb2a2b2034c1>

Meeting number: 2340 880 7411

Password: f7CusQKDZ47 (37287753 from video systems)

Join by phone

1-844-621-3956 United States Toll Free

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Access code: 234 088 07411

<b>CALL TO ORDER / WELCOME</b>	Dave Gully
<b>APPROVAL OF MINUTES</b> ❖ May 3, 2023, Minutes (Action Needed)	Dave Gully
<b>QUARTERLY REPORTS</b> ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ Central Connections	Ken Wilson & Ronnie Spears Lisa Portune
<b>OLD BUSINESS</b>	Dave Gully
<b>NEW BUSINESS</b> ❖ Draft Budget (Action Needed) ○ Healthy Aging Grants ❖ Service Specification Changes ○ Home Medical Equipment (Action Needed) ❖ Expiring Member Terms (Don, John)	Ronnie Spears  Ken Wilson  All
<b>HEARING THE PUBLIC</b>	Dave Gully
<b>ADJOURNMENT</b>	Dave Gully

### NEXT MEETING

December 13, 2023

**MINUTES**  
**WCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, MAY 3, 2023 @ 9:30 A.M.**

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**ATTENDANCE**

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<b><i>Members Present:</i></b>	<b><i>COA Staff:</i></b>	<b><i>Guests:</i></b>
Kendra Couch, <i>in person</i> Dave Gully, <i>virtual</i> Jerome Harrod, <i>in person</i> John Lazares, <i>virtual</i> Matt Nolan, <i>in person</i> Tiffany Zindel, <i>in person</i>	Suzanne Burke Jennifer Lake Kate Laubenthal Lisa Portune Ronnie Spears Ken Wilson	Annie Droege, WCCS Kim Frick, APS Konnie Hansen, WCCS
<b><i>Excused:</i></b>	<b><i>Facilitator:</i></b>	<b><i>Scribe:</i></b>
	Matt Nolan	Heather Junker
<b><i>Absent:</i></b>		
Don Juszczuk		

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**CALL TO ORDER**

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The May 3, 2023, meeting of the WCESP Advisory Council was called to order by Matt Nolan at 9:31 a.m.

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**APPROVAL OF MINUTES**

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Matt Nolan asked for approval of the minutes from the December 14, 2022, meeting of the WCESP Advisory Council.

**Motion:** Tiffany Zindel made a motion to approve the minutes as presented.

**Second:** Jerry Harrod seconded the motion.

**Action:** The December 14, 2022, minutes were unanimously approved as presented.

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**QUARTERLY REPORTS**

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***Adult Protective Services***

Kim Frick gave a brief update on Adult Protective Services. In January, APS had 51 new referrals, 22 of which were investigated, five that were ombudsman, and six after hours calls generally from the police. In February, they had 52 new referrals, 24 of which were investigated, two that were ombudsman, and two after hours calls. In March, they had 60 new referrals, 24 of which were investigated, one that was ombudsman, and eight after hours calls. In April, they had 40 new referrals, 19 of which were investigated, three ombudsman, and two after hours calls. Most referrals were around housing issues, mental health issues, self-neglect, and exploitation due to being lonely and wanting someone to talk to. Dave asked what the ombudsman numbers were. Kim explained those are issues within nursing facilities that the ombudsman investigates. Ken added that ProSeniors operates the ombudsman program for our region.

lot. In reality, we have replaced where we had written out the federal regulations with a reference to them instead. These services receive blended funding from Title III and levy funds. Therefore, they have to follow state and federal regulations. By using the link to these regulations, we don't have to update the service specifications every time there is a change. We also took this opportunity to clean up the language and make it easier to follow.

Kate gave an update on AddnAide. Since an update was last given, there have been two major adjustments made to the process. We have implemented in-home tech support to help older adults with the app. There was also the integration of complete background checks as aides join the app. Marketing was relaunched in January with these two things in place. There are currently 53 aides active in the app between Hamilton and Warren County with 17 clients actively receiving services through the app in Warren County. Vehr will be marketing to specific areas in Warren County.

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## OLD BUSINESS

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There was no old business to discuss.

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## NEW BUSINESS

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### *Service Specifications Changes*

Jennifer Lake reviewed the Home Delivered Meal service specification changes (please see handout for full details). With RFPs on the calendar, it is a prime opportunity to review the service specifications and make updates as needed. These service specifications were condensed by referring to different rules on the website. By doing this, we can stay up to date because the rules change often, and this allows the providers to have access to the most up to date rules. We also updated the service specification requirements to mirror some of the language in the rules. The only significant change within the service specifications was that the client is now responsible for obtaining a prescription for therapeutic meals instead of the provider.

Lisa reviewed the Adult Day Services and Adult Day Transportation service specification changes (please see handouts for detail). As previously stated, we have tried to clean the service specifications up and referenced the rules to make them easier to use. Instead of appendices, we referenced forms on the Ohio.gov site. The service requirements were enhanced to make them easier to read. Updating the service specifications in this way helps limit the number of times we have to update them and ask for new approvals.

Matt asked for a motion to approve the Home Delivered Meals, Adult Day Services, & Adult Day Transportation Service Specification Changes.

**Motion:** Tiffany Zindel made a motion to approve the Home Delivered Meals, Adult Day Services, & Adult Day Transportation Service Specification Changes.

**Second:** Jerry Harrod seconded the motion.

**Action:** The Home Delivered Meals, Adult Day Services, & Adult Day Transportation Service Specification Changes were unanimously approved.

## ***State Budget Update***

Suzanne gave a quick update on the State Budget. In the proposal for the State budget, there was \$40 million in ARPA funds for SFY 2024. The Aging Director is referring to these funds as Healthy Aging Grants. When Director McElroy provided her testimony, she identified that these funds would be made available to provide one-time grants to local partners to foster and improve quality of life for seniors. This is so seniors can remain in their homes, be connected to their communities, delay entry into Medicaid, preserve their personal assets, and to promote a healthy, independent, and active lifestyle. Director McElroy identified local partners as county commissioners. Examples she shared on what these funds can be used for are home modifications and grab bars. There is not a lot of specificity beyond that at this point. She also provided a schedule that showed the amount going to the Warren County Commissioners is \$283,869.52. COA is very supportive and is advocating for these funds to be included by the State. The purpose of these funds aligns with types of services in the levy. Our recommendation would be to use these funds to offset levy expenditures once the permissible areas are defined. Matt asked if there has been any pushback from anyone to have it removed from the budget. Suzanne advised that there hasn't, and the County Commissioners Association supports it.

Suzanne provided an update on the PACE program (Program for All-inclusive for the Elderly). This is also in the Governor's budget as \$50 million in onetime funds to expand PACE across Ohio. This is a program designed to help people get home and community based services as well as medical services in a site similar to an adult day center. Ohio currently has one PACE site in Cleveland. Hamilton County is identified as one of the locations to get a PACE site. That RFP is supposed to be coming out any day now. COA has had a lot of contacts from PACE providers in regard to partnerships, and we plan to partner in some capacity with whatever PACE operator ends up receiving the award. It has been indicated there might be some interest to include a rural county in one of the regions, but we haven't seen the RFP yet to know if they've made that decision.

In the State budget, COA has been doing a lot of advocacy for State Medicaid rates for home care providers to be raised. The budget included an increase to \$16 an hour and the House added an additional dollar in each year of the biennium. We are also hoping to get parity among the Medicaid clients. Right now, the Department of Developmental Disabilities, which has similar providers that provide homecare through Medicaid, has a higher rate than those that serve the aging population. We are really trying to push that regardless of the type of Medicaid client you're serving, the rate will be the same.

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

Ronnie reviewed the Updated Sliding Fee Scale (please refer to handout in packet). He noted that the effective date is April 1, 2023.

## ***Public Meeting Requirements***

Ken discussed the public meeting requirements and the changes coming out of the pandemic (please see handout for full details). COA handles most of these requirements behind the scenes. One thing that impacts this group are the requirements surrounding in person versus virtual attendance. Only members in person can count towards the quorum and can vote on matters for the body. Members can

be virtual and participate in the meeting, but are not permitted to vote on any matters, or count into the quorum. Matt asked if elected officials could send a designee in their place. Tiffany advised she will look into that and let him know.

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

Matt reviewed the Conflict of Interest and Confidentiality forms. Ken noted that a conflict of interest doesn't keep someone from serving on the Advisory Council. Heather asked that everyone fill them out before they leave the meeting, and she will send electronic copies to those that are virtual.

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### **HEARING THE PUBLIC**

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

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### **ADJOURNMENT**

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Ken asked if the Advisory Council would like to keep the next meeting on June 14<sup>th</sup>, or if they would like to cancel and we will just send out updated materials. The Advisory Council decided to cancel the next meeting. With no further business to discuss, Matt asked for a motion to adjourn the meeting.

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

**Second:** Jerry Harrod seconded the motion.

**Action:** The meeting was adjourned at 10:30 a.m.

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### **NEXT MEETING**

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June 14, 2023



**Warren County ESP  
Program and Financial Report  
Quarter 2, 2023 (April - June 2023)**

## Highlighted Findings

### 1. Census Trends

- A. Compared to last year (Quarter 2, 2022), census increased by 101 clients (from 1,838 to 1,939) or 5.5%.
- B. Compared to last Quarter (Quarter 1, 2023), census increased by 32 clients (from 1,907 to 1,939) or 1.69%.

### 2. Fast Track Home Census Trends

- A. Average Length of Stay increased when compared to Quarter 1, 2023 (from 50 to 54).
- B. New Enrollments decreased from Quarter 1, 2023 to Quarter 2, 2023 (from 65 to 51).
- C. Total clients who transferred into ESP from FTH increased by 4 from Quarter 1, 2023 (from 24 to 28).

### 3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$7.9 million through the second quarter, as compared to the budgeted amount of \$8.9 million. The variance as compared to budget is under by \$967,308 or 10.9%.
- B. Total Expenses: The total expenses incurred through the second quarter is \$8.9 million as compared to \$9.5 million in the budget. The variance as compared to budget is under by \$605,170 or 6.4%.
- C. Purchase Services: The expenses for in home services were lower by \$449,777 or 6.5% as compared to budget.

#### **Special Note:**

Q4 2022, there was a onetime increase in cost for Consumer Directed Care services for the quarter that occurred resulting from late billing.

# Warren County ESP

## Quarter 2, 2023 (April - June 2023)

### TRADITIONAL ESP CENSUS TRENDS

#### Quarter-End Census by Program

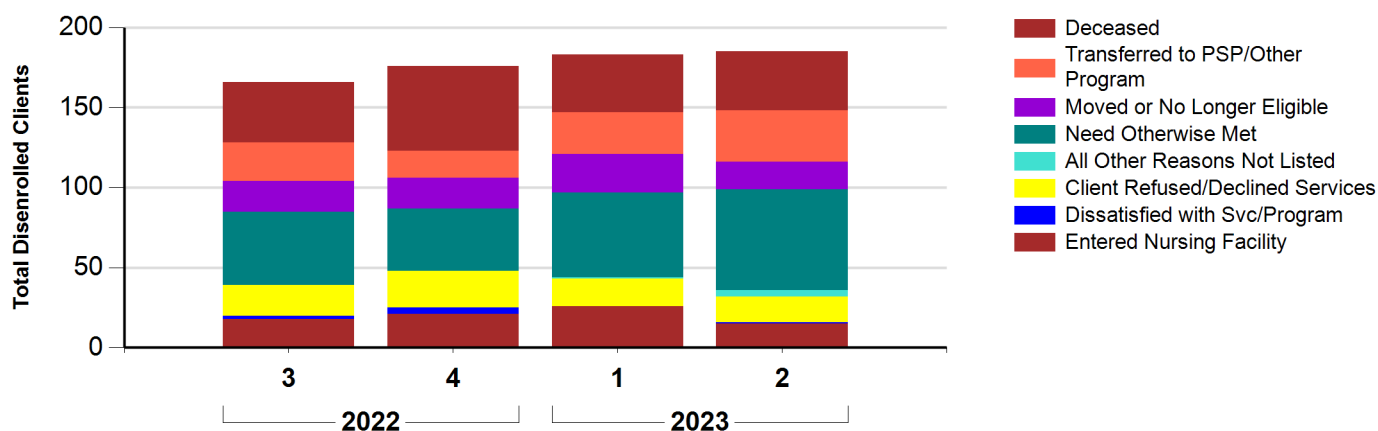
Year	2022		2023	
Quarter	3	4	1	2
<b>ESP</b>	<b>1,865</b>	<b>1,862</b>	<b>1,907</b>	<b>1,939</b>
<b>FTH</b>	<b>18</b>	<b>25</b>	<b>41</b>	<b>31</b>
<b>Medicaid Programs</b>	<b>418</b>	<b>446</b>	<b>471</b>	<b>467</b>
Passport	50	54	60	60
Assisted Living	42	45	52	52
Molina	118	150	155	142
Aetna	208	197	204	213

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

Year	2022		2023	
Quarter	3	4	1	2
Quarter-End Census	1,865	1,862	1,907	1,939
New Enrollments	192	175	225	217
Disenrollments	166	176	183	185

#### Disenrollment Outcomes

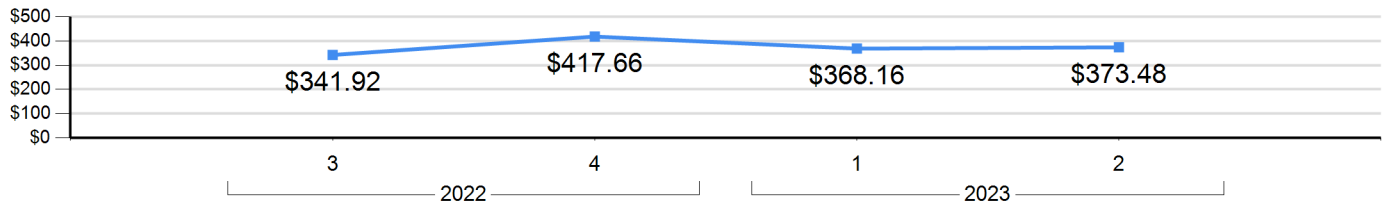
Year	2022		2023	
Quarter	3	4	1	2
Deceased	38	53	36	37
Transferred to PSP/Other Program	24	17	26	32
Moved or No Longer Eligible	19	19	24	17
Need Otherwise Met	46	39	53	63
All Other Reasons Not Listed	0	0	1	4
Client Refused/Declined Services	19	23	17	16
Dissatisfied with Svc/Program	2	4	0	1
Entered Nursing Facility	18	21	26	15
<b>Total</b>	<b>166</b>	<b>176</b>	<b>183</b>	<b>185</b>





**Warren County ESP**  
**Quarter 2, 2023 (April - June 2023)**  
**TRADITIONAL ESP SERVICE TRENDS**

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



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

Year	2022		2023	
Quarter	3	4	1	2
Consumer Directed Care	95	120	144	162
Electronic Monitoring	1,032	1,032	1,008	1,042
Home Care Assistance	562	499	479	498
Home Delivered Meals	1,015	1,009	1,014	1,030
Home Medical Equipment	105	36	62	44
Laundry Service	2	10	15	26
Other Services	84	111	122	94
Transportation	141	136	144	149
<b>All Services (Unduplicated)</b>	<b>2,035</b>	<b>2,045</b>	<b>2,094</b>	<b>2,125</b>

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

Year	2022		2023	
Quarter	3	4	1	2
Consumer Directed Care	6,350	7,000	12,368	10,518
Electronic Monitoring	3,262	3,233	2,690	3,754
Home Care Assistance	13,222	13,194	13,114	13,524
Home Delivered Meals	62,421	64,377	62,897	64,525
Home Medical Equipment	116	47	86	55
Laundry Service	2	33	98	152
Other Services	178	537	607	558
Transportation	1,375	1,183	1,505	1,537

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

Year	2022		2023	
Quarter	3	4	1	2
Consumer Directed Care	\$133,688	\$386,453	\$191,519	\$187,770
Electronic Monitoring	\$61,629	\$61,320	\$50,387	\$70,774
Home Care Assistance	\$353,128	\$377,332	\$365,274	\$377,175
Home Delivered Meals	\$663,341	\$756,350	\$686,859	\$700,400
Home Medical Equipment	\$4,547	\$9,885	\$13,709	\$17,241
Laundry Service		\$1,984	\$5,265	\$7,230
Other Services	\$66,776	\$114,731	\$121,306	\$107,774
Transportation	\$88,131	\$81,590	\$108,473	\$125,586
<b>All Services</b>	<b>\$1,366,694</b>	<b>\$1,779,757</b>	<b>\$1,543,781</b>	<b>\$1,593,950</b>

<sup>1</sup> Prior to Q1 2023, all "Home Medical Equipment" cost were rolled into "Other Services".

# Warren County ESP FTH

## Quarter 2, 2023 (April - June 2023)

### FAST TRACK HOME CENSUS TRENDS

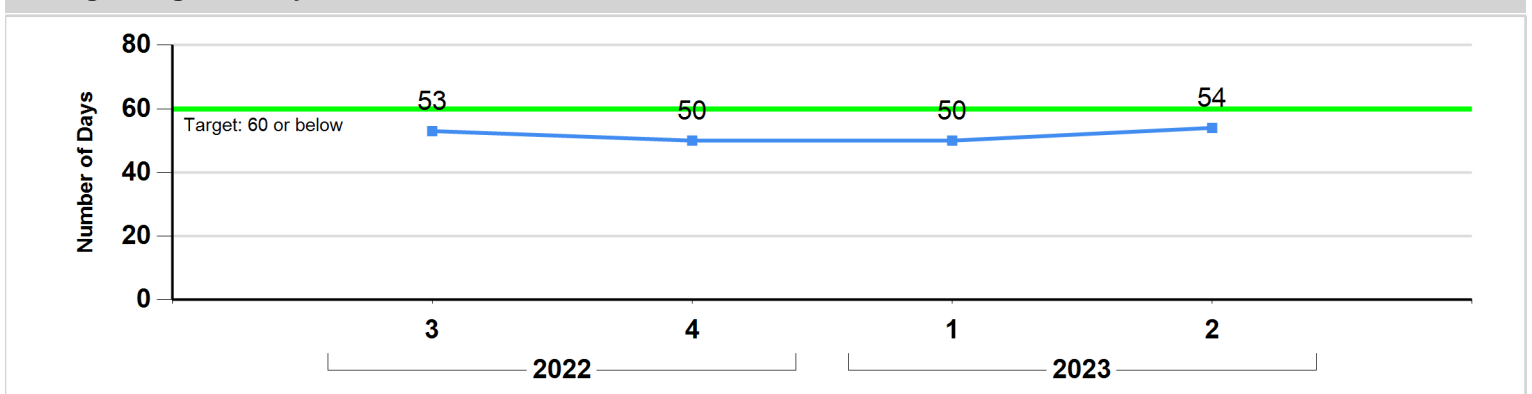
#### Total Clients Served, New Enrollments, Disenrollments

	2022		2023	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
New Enrollments	28	41	65	51
Disenrollments	34	33	47	64
Clients Transferred to ESP	18	12	24	28
	52.94%	36.36%	51.06%	43.75%

#### Enrollment by Setting

	2022		2023	
Enrollment Setting	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Spousal Meals	1	2	5	4
Miami Valley Hospital	2	1	0	1
Drake Rehab	1	0	0	0
Community	1	1	1	0
Premier Health Atrium	5	1	0	1
The Christ Hospital	0	2	3	1
TriHealth Hospital Network	2	2	11	10
University of Cincinnati Hospital Network	3	2	5	4
Other Hospital	1	2	8	7
Skilled Nursing Facilities	6	19	25	13
Rehabilitation Facilities	5	6	6	8
Not Captured	1	3	1	2
<b>Total</b>	<b>28</b>	<b>41</b>	<b>65</b>	<b>51</b>

#### Average Length of Stay



**Warren County ESP FTH**  
**Quarter 2, 2023 (April - June 2023)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2022		2023	
Quarter	3	4	1	2
Electronic Monitoring	15	10	11	17
Home Care Assistance	2	8	8	5
Home Delivered Meals	29	33	51	44
Home Medical Equipment	7	9	12	9
Home Modification	2	4	2	5
Laundry Service	0	0	1	1
Transportation	0	2	7	6
<b>All Services (Unduplicated)</b>	<b>38</b>	<b>43</b>	<b>65</b>	<b>64</b>

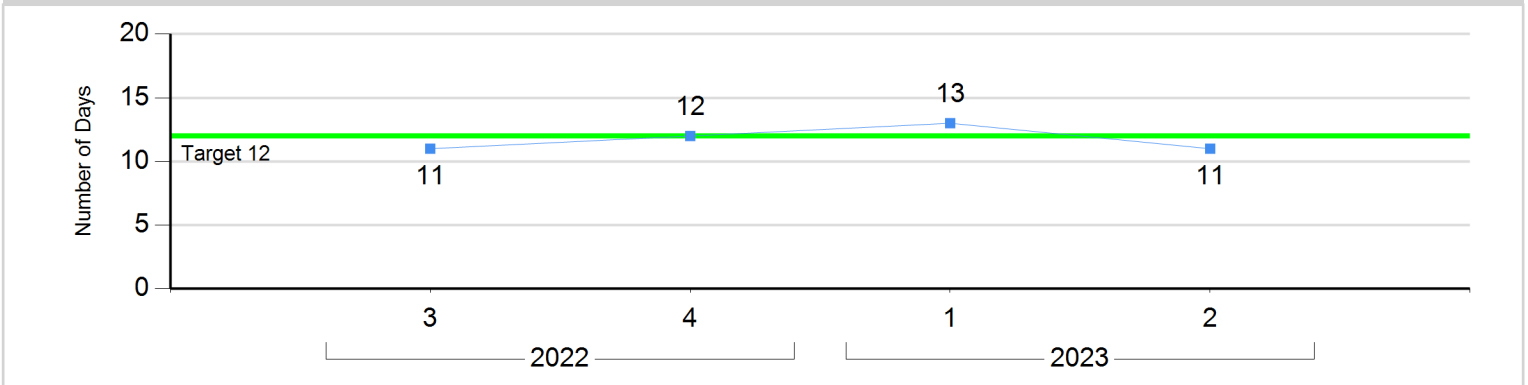
**Units Billed by Service Group** *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2022		2023	
Quarter	3	4	1	2
Electronic Monitoring	21	13	16	24
Home Care Assistance	4	66	72	71
Home Delivered Meals	810	927	1,349	1,044
Home Medical Equipment	10	14	17	17
Home Modification	2	5	2	5
Laundry Service	0	0	4	1
Transportation	0	6	16	18

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

Year	2022		2023	
Quarter	3	4	1	2
Electronic Monitoring	\$452	\$307	\$292	\$581
Home Care Assistance	\$98	\$1,830	\$1,983	\$2,105
Home Delivered Meals	\$6,330	\$9,974	\$14,435	\$11,022
Home Medical Equipment	\$747	\$1,202	\$1,546	\$2,370
Home Modification	\$800	\$3,170	\$1,260	\$2,315
Laundry Service	\$0	\$0	\$160	\$40
Transportation	\$0	\$484	\$1,014	\$1,128
<b>All Services</b>	<b>\$8,427</b>	<b>\$16,966</b>	<b>\$20,690</b>	<b>\$19,561</b>

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



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients in Need of HCA & CDC or Add an Aide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or Add an Aide
2022	3	954	305	32%	59%	9%
2022	4	930	320	34%	53%	13%
2023	1	918	273	30%	53%	17%
2023	2	950	266	28%	52%	20%

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

Year	2022		2023	
Quarter	3	4	1	2
Overall Satisfaction	98.68%	98.14%	98.15%	98.83%
Good Choice of Meals Available	96.54%	95.05%	95.11%	96.88%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2022		2023	
Quarter	3	4	1	2
Overall Satisfaction	98.37%	97.95%	95.50%	99.68%
Service Returns Client Home Promptly	96.51%	97.35%	94.05%	98.95%

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

Year	2022		2023	
Quarter	3	4	1	2
Overall Satisfaction	90.68%	88.59%	91.98%	94.16%
Aide is Dependable	90.05%	89.27%	90.16%	92.66%

<sup>1</sup> As of Q1 2023, Add an Aide client data has been added to the CDC client counts.

### ESP Cost Savings Analysis

#### Referrals

Year	2022	2022	2023	2023
Quarter	Q3	Q4	Q1	Q2
Number of Members Assisted	1	2	3	16
Over the Counter (OTC)		2	3	0

#### Services Awarded

Year	2022	2022	2023	2023
Quarter	Q3	Q4	Q1	Q2
Emergency Response Service	10	0	1	12
Medical Transportation	2	0	2	2
<b>Total</b>	12	0	3	14

#### Estimated Annual Cost Savings

Year	2022	2023
Est. Total Cost Savings	\$24,262	\$12,600

# Warren County ESP

Quarter 2, 2023 (April - June 2023)

**FINANCIALS: Based on Actual Revenue & Expenses as of June 30, 2023<sup>1</sup>**

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$7,930,005	\$8,897,313	(\$967,308)	-10.9%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	223,958	150,369	73,589	48.9%
Title III E - Caregiver Support	84,161	124,459	(40,298)	-32.4%
Nutrition Services Incentive Program (NSIP)	132,814	79,732	53,082	66.6%
Other Federal (Title C2 Supplemental, and ARPA)	105,545	77,910	27,635	35.5%
<b>State Funding</b>				
Alzheimer's	1,652	3,680	(2,028)	-55.1%
Senior Community Services	14,364	11,412	2,952	-55.1%
<b>Interest</b>				
Earned	23,308	579	22,729	3925.6%
<b>Client Contributions</b>				
Client Donations	19,421	24,396	(4,975)	-20.4%
Co-Pays Received	189,248	115,659	73,589	63.6%
<b>Total Revenue</b>	<b>\$8,880,339</b>	<b>\$9,485,509</b>	<b>(\$605,170)</b>	<b>-6.4%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$541,993	\$578,928	\$36,935	6.4%
Intake & Assessment	95,693	105,278	\$9,585	9.1%
Care Management	1,678,540	1,655,746	(\$22,794)	-1.4%
Fast Track Case Mgmt	131,913	263,580	\$131,667	50.0%
<b>Total Operational Expenses</b>	<b>\$2,441,475</b>	<b>\$2,603,532</b>	<b>\$155,392</b>	<b>6.0%</b>
<b>Purchased Services</b>				
Home Care Services	\$1,514,504	\$2,077,909	\$563,405	27.1%
Consumer Directed Care	765,667	378,989	(\$386,678)	-102.0%
Laundry Service	\$22,132	\$15,000	(\$7,132)	-47.5%
Independent Living	16,292	47,612	\$31,320	65.8%
Electronic Monitoring	250,336	272,383	\$22,047	8.1%
Minor Home Modifications	281,952	294,811	\$12,859	4.4%
Major Housecleaning	32,596	8,232	(\$24,364)	-296.0%
Pest Control	20,802	7,599	(\$13,203)	-173.7%
Home Medical Equipment	57,751	77,726	\$19,975	25.7%
Home Delivered Meals	2,870,210	3,166,728	\$296,518	9.4%
Adult Day Service	80,351	180,835	\$100,484	55.6%
Adult Day Transportation	23,506	24,396	\$890	3.6%
Medical Transportation	496,102	329,757	(\$166,345)	-50.4%
<b>Gross Purchased Services</b>	<b>\$6,432,200</b>	<b>\$6,881,977</b>	<b>\$449,777</b>	<b>6.5%</b>
<b>Gross Program Expenses</b>	<b>\$8,880,339</b>	<b>\$9,485,509</b>	<b>\$605,170</b>	<b>6.4%</b>
<b>Client Census</b>	<b>1,993</b>	<b>1,852</b>	<b>(141)</b>	<b>-7.6%</b>
<b>Cost of Services per Client</b>	<b>273.31</b>	<b>288.86</b>	<b>15.55</b>	<b>5.4%</b>

\* actual 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.

## 7. Benefit Cost Savings:

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

## Warren County Program Update Report September 2023

### **Laundry Delivery Service**

Memorandums of Understanding (MOU) were sent to 3 laundry providers. Once the MOUs are executed, we will work with the providers to begin service.

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

We are looking to publish an RFP for this service in the upcoming months. We are also wanting to make minor changes to the HME Service Specification. Please see the attached copy showing the highlighted changes and a clean copy as well.

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

In September, Partners in Prime will be added as an ILA provider in Warren County covering both zones to help meet client need for this service.

### **Environmental Services – Service Capacity Concerns**

We are experiencing a provider capacity issue in the area of major household cleaning, specifically bed bug preparation. Due to the shortage, COA would like to request a waiver of competitive bidding to bring on additional environmental service providers. All Gone has been identified as a qualified agency and is currently contracted with COA under other funding sources.

### **Senior Farmers Market Nutrition Program for 2023**

There are 3 Farmers Markets participating in the program in Warren County. They are Deerfield Farmers Market, Blooms and Berries, with our newest addition being Franklin Farmers Market.

We have had 212 participants sign up to receive coupons for the program. The last day to apply for the 2023 season is September 22, 2023. The final day to use the coupons is October 31, 2023

### **Therapeutic Meal and Ohio Prescription Requirement Advocacy**

COA (Council on Aging) and Meals on Wheels (MOW) of SW OH & N KY have been working with our government relations staff alongside the Commonsense Initiative to remove and/or loosen the therapeutic meal prescription requirement. From our work with the Commonsense initiative, we have been able to provide feedback on the proposed rule change. This rule change to the Older Americans Act Nutrition Program: Diet Orders, allowing the provider to provide a therapeutic meal to a consumer without a diet-order if it is the consumers preference to choose the therapeutic diet.



While we wait for this rule change to be accepted or rejected, the other way we have been looking to achieve the goal of client autonomy when it comes to their diet and choosing if they want to be on a therapeutic diet or not. Beginning October 1, 2023, the provider will no longer be responsible for collecting the client prescriptions, the client will be obtaining their own diet prescriptions. We are currently working with Providers and Case Managers in developing a process that will go into effect on October 1, 2023.

### **Grocery Delivery Service**

Central Connections ESP contract was terminated with COA on July 24, 2023. Warren County Community Services (WCCS) is currently the only provider contracted for grocery delivery service in Warren County using ARPA funds. This program allows an agency to assist a client with ordering groceries, picking them up safely and delivering them to the client's residence. Assistance is provided if a client needs help putting the groceries away.

- Central Connections was not serving any clients in Warren County at the time of the contract termination.
- WCCS has been growing even more now that they have developed a process where clients can use their EBT/SNAP benefits when ordering groceries. Currently, most of their clients request this service weekly, but there are few getting it biweekly. They are now offering delivery from Kroger, Wal-Mart, and Meijer. They have approximately 30 clients utilizing the service. In July they had 22 deliveries without assistance and 14 deliveries with assistance

### **Contract Termination impacting ESP Home Delivered Meals, Independent Living Assistance, Transportation**

Middletown Area Senior Citizens Inc. dba Central Connections was placed on hold for all new Home Delivered Meal (HDM) referrals on May 30<sup>th</sup> for ESP, PASSPORT, and MyCare Ohio programs. This was due to inadequate supplies to ensure safe delivery of nutritionally compliant meals.

On June 16<sup>th</sup> the hold for new referrals was expanded to include all services for ESP, PASSPORT, and MyCare Ohio Programs, which included Transportation, Independent Living Assistance (ILA), and HDM. This was due to inadequate staff to provide an acceptable level of service delivery.

A Quality Action Plan (QAP) was issued on June 19<sup>th</sup> as a result of inadequate supplies and inadequate staffing, with a request for evidence of sustainability to continue providing the contracted ESP and Title III services. Disciplinary Action was issued on June 28<sup>th</sup> to the Ohio Department of Aging (ODA) for non-compliance with service delivery requirements for the PASSPORT program. COA developed and activated a plan to provide HDM service for the week of June 19-23<sup>rd</sup> using 3 contracted HDM providers. Onsite Monitoring began June 20<sup>th</sup>.

Central Connections was contracted in Warren County to provide ESP HDM, ESP ILA, ESP Transportation, Title III Transportation, Title III Supportive Services, and Title III Congregate meals. On July 25, 2023 COA terminated their contract with Central Connections because of multiple breaches in their contract. The ESP clients being served by Central Connections

have been assigned to other providers. Clients in the PASSPORT and MyCare Ohio programs were also reassigned to providers. WCCS and MOW of SW OH stepped up to assist these individuals in Warren County. Those receiving Title III services were provided with resource information on who they could reach out to for needed services.

### **Awards for ESP Adult Day Services (ADS) & Home Delivered Meals (HDM)**

RFP 001-23 was published April 17, 2023 and closed May 17, 2023. Award notices went out to bidders on 8/18/23. Below is a list of awards for the ESP services posted in RFP 00-23. Any providers new to ESP are tentative awards and must first successfully complete a program and service pre-certification review before they can be contracted.

#### **Adult Day Services and ADS Transportation Awards:**

- Active Day OH, Inc. dba Active Day of Cincinnati (owned by Senior Care Centers of Pennsylvania, Inc.) – accepts clients residing in Warren County to attend their Hamilton County location and provide ADS transportation.
- Lincoln Heights Outreach Inc. – accepts clients residing in Warren County to attend their Hamilton County location.
- Northwest Adult Services LLC – accept clients residing in Warren County to attend their Butler County location and provide ADS transportation.
- Otterbein Lebanon Adult Day Services – accepts clients residing in Warren County to attend their Warren County location and provide ADS transportation.
- 360 Total Care – this is a new provider being offered a tentative award pending a precertification.

#### **Home Delivered Meals (HDM) Awards:**

- Mayerson Jewish Community Center (JCC)
- Wesley Community Services LLC dba Meals on Wheels Southwest OH & Northern KY
- Warren County Community Services Inc. (WCCS)

#### **Bids received for HDM that were eliminated in the RFP:**

- Middletown Area Senior Citizens, Inc. dba Central Connections
- Clossman Catering LLC

## 2023 Structural Compliance Review Schedule

<b>WARREN COUNTY ESP STRUCTURAL COMPLIANCE REVIEW SCHEDULE - 2023</b> (Please find below the list of Warren County Providers of ESP Services and the tentative dates for annual review for 2023.)		
Warren County ESP Providers	Review Type	Review Tentative Date
A Miracle Home Care	Annual	Sept. 2023
Active Day of Cincinnati	Annual	Dec. 2023
All Gone Termite & Pest Control	Biennial	May. 2023
Always There Homecare	Annual	Aug. 2023
Bayley Adult Day Program	Annual	Sept. 2023
Central Connections	Annual	Jan. 2023
Custom Home Elevator & Lift Co.	Biennial	Aug. 2023
Home Care by Blackstone	Annual	April. 2023
Home First	Biennial	Dec. 2023
Interim HomeStyles Greater Cincinnati	Annual	Oct. 2023
LCD Agency Services	Annual	Aug. 2023
Mayerson JCC	Annual	March. 2023
MedAdapt Ltd.	Biennial	June. 2023
Nova Home Care	Annual	Dec. 2023
Otterbein Lebanon Adult Day Service	Annual	Aug. 2023
People Working Cooperatively	Biennial	May. 2023
Prime Home Care	Annual	Feb. 2023
Senior Helpers of Greater Cincinnati	Annual	Nov. 2023
Universal Transportation Systems (UTS)	Biennial	March. 2023
Warren County Community Services Care Management	Annual	March. 2023
Warren County Community Services	Annual	March. 2023

## 2023 Draft Request for Proposal (RFP) Schedule

COA has revised the proposed 2023 Request for Proposals (RFPs) schedule. Our intent is to issue the following RFPs during 2023:

- Title III – This RFP also contained Home Delivered Meals and Adult Day Services,

was published 4/17/23 and closed May 17, 2023. Award notices went out to bidders on 8/18/23.

- Home Medical Equipment – tentatively proposed to be published in Quarter Three.
- In alignment with the goal of program modernization of our meal programs, COA has made the decision to forego a catering contract as of 10/1/2023.

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

COA is pleased to announce a new process for Procurement (RFQs, RFIs and RFPs) in 2023. COA is using Bonfire, a competitive bidding platform for proposal information and submissions. Electronic Procurement ensures 100% compliance with submission requirements and leads to evaluation efficiencies.

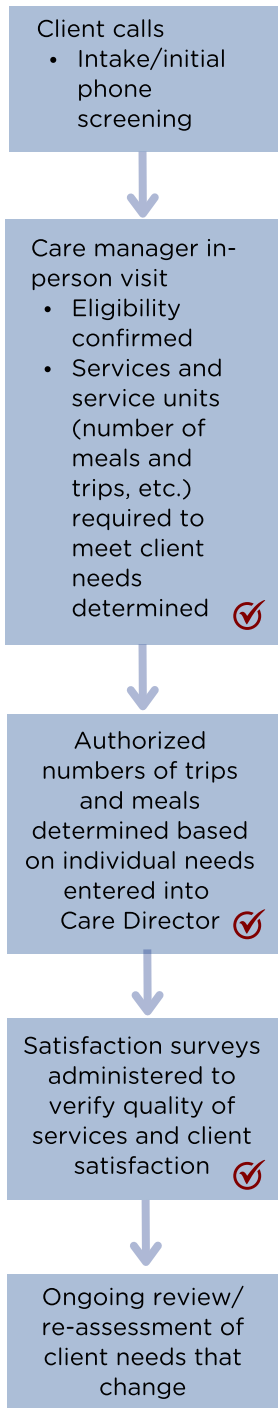
The RFP evaluations will have 3 categories:

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

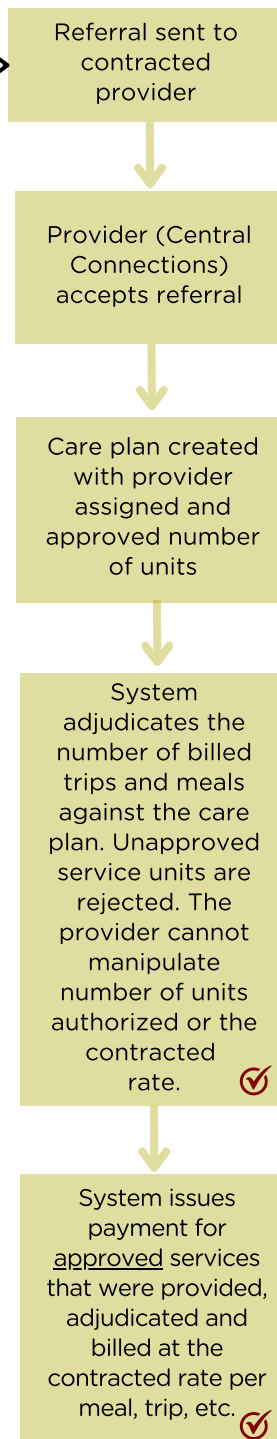
# WARREN COUNTY ELDERLY SERVICES LEVY FUND SAFEGUARDS

Council on Aging manages a provider network that delivers services to older adults in Warren County. COA has the monitoring checks and balances and controls in place to protect taxpayer dollars while ensuring older adults receive the right amount of services at the right time.

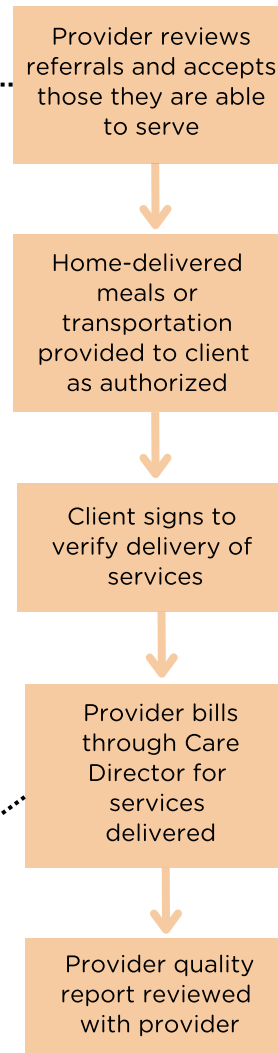
## INDEPENDENT CARE MANAGEMENT (Warren County Community Services)



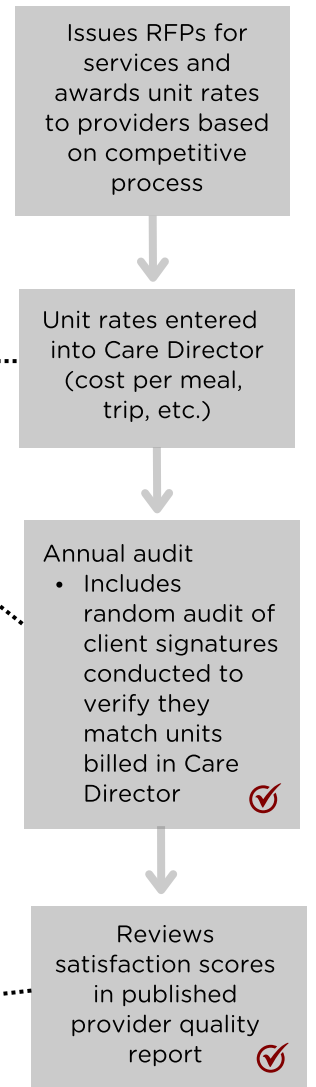
## CARE DIRECTOR (IT SYSTEM)



## SERVICE PROVIDER (CENTRAL CONNECTIONS)



## PROVIDER SERVICES (COUNCIL ON AGING)



✓ = key process safeguards and quality checks

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## Warren County ESP

### Home Delivered Meals and Adult Day Service

### RFP Update and Funding Awards FY 2024

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9/12/23

#### **Request for Proposals:**

Home delivered meals (HDM), Adult Day, and Adult Day Transportation service request for proposal was issued by COA on April 17, 2023. The proposal responses were due on May 17, 2023, with a contract effective date of October 1, 2023.

Due to insufficient Adult Day Responses, an additional RFP was re-released on June 19<sup>th</sup> with proposals due on July 7<sup>th</sup>. Otterbein Adult Day had not originally responded but did so with the re-release of the RFP.

#### **Award Decision Process:**

1. An independent team reviewed and scored each proposal.
2. Provider score and history are reviewed.
3. Bid unit rates were evaluated to determine if a ceiling rate was necessary or not based on standard deviation. Bid responses were evaluated to determine their ability to meet current program capacity needs.

#### **Providers and Service:**

1. Home Delivered Meals:
  - a. Central Connections home delivered meal contract was terminated in July 2023.
2. The cost of services increased from the prior RFP and the rate requested was honored for all home delivered meal providers.
3. Mayerson expanded into the Warren County North Zone. Their rate decreased from \$9.99 to an average rate of \$9.00.
4. Meals on Wheels of SW Oh. & N. Ky. expanded into all of Warren County.
5. Adult Day Service and Adult Day Transportation:
  - a. There are three providers in Warren County: Otterbein, Active Day of Cincinnati and 360 Total Care.
    - i. Active Day of Cincinnati and 360 Total Care are new adult day providers to serve Warren County
  - b. Adult Day Service providers were requested to consider serving all counties and Northwest ADS, Bayley ADS and Active Day of Cincinnati ADS were the only providers able to accept this charge. However, they are all limited to the counties for which they can provide transportation.

## Warren County ESP

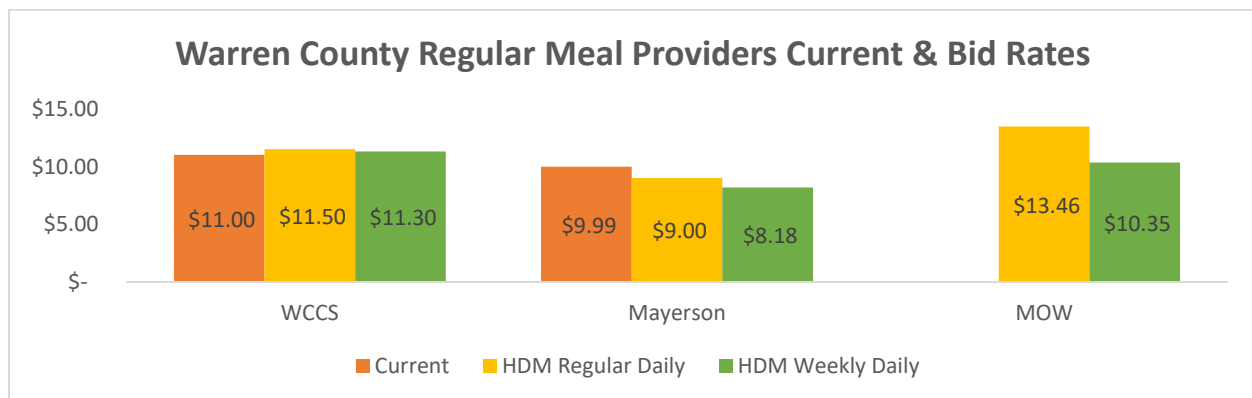
### Home Delivered Meals and Adult Day Service

### RFP Update and Funding Awards FY 2024



- c. Ceiling rates were applied specifically to adult day Enhanced, Intensive and for Adult Day Transportation service whose rates were more than 20% higher than the next highest rate. The ceiling rates were calculated based on a standard deviation:
  - i. Intensive: A standard deviation of 1.5 was applied and 360 Total Care.
  - ii. Enhanced: A standard deviation of 0.5 was applied and 360 Total Care
  - iii. Transportation: A standard deviation of 0.5 was applied to all. This affected 360 Total Care.
6. Senior Buildings have been designated as a single provider building if there is a minimum of 15 clients and a cost savings of at least 5% and \$1,000 over offering the building to multiple providers. The single provider awarded the senior building must have capacity and the lowest cost per meal bid based on regular weekly meal rates. Awarding all the meal deliveries to one provider often results in cost savings. The following buildings have been awarded to Meals on Wheels of SW Oh. & N. Ky.
  - a. Deerfield Commons
  - b. Otterbein

#### Home Delivered Meal Providers Average Rates:



#### Average Meal Rate with the Yearly Difference

Providers:	Daily HDM			Weekly HDM			Therapeutic HDM		
	2023	2024		2023	2024		2023	2024	
Warren County Community Services	\$11.00	\$11.50	4.5%	\$11.00	\$11.30	2.7%	\$11.00	\$11.65	5.9%
Mayerson	\$9.99	\$9.00	-9.9%		\$8.04		\$9.99	\$11.45	14.6%
Meals on Wheels		\$13.46		\$10.06	\$9.54	-5.2%		\$10.58	

# Warren County ESP

## Home Delivered Meals and Adult Day Service

### RFP Update and Funding Awards FY 2024



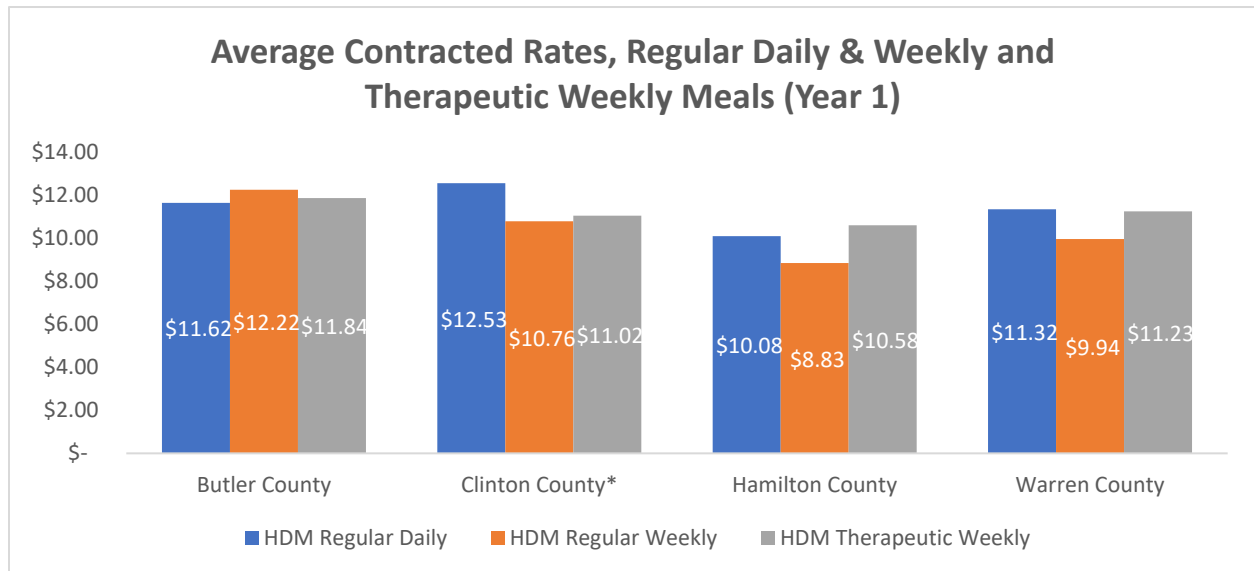
#### Overall Rates and Rate Increases for HDM - Current and Bid Prices

Current	\$10.58	
Year 1	\$10.90	3.0%
Year 2	\$11.23	3.0%
Year 3	\$11.57	3.0%
Year 4	\$11.92	2.9%
Year 5	\$12.26	2.9%

Current rates are averages of current contracted rates by provider and meal type.

Year 1 through 5 rates are calculated using a weighted average of all bidders and all meal types provided, with weights based on current (2023) actual breakdown of provider, zone, and meal type.

#### All County Comparison:



\*Clinton County Average is excluding Mayerson, since we anticipate very few Kosher meals will be needed in the county, and the bid price was a significant outlier at \$30/meal.

Average Rates calculated by taking the average price for each bidder (over all the zones they bid in any given county) for each meal type. Then all bidders in that county were averaged for the meal type.



## Option #1 WCESP Levy Projection with Healthy Aging grant

### LATEST COA PROJECTION: Aug-2023

	Year 1 2022 Proj.	Year 2 2023 Proj.	Year 3 2024 Proj.	Year 4 2025 Proj.	Year 5 2026 Proj.	5-Year Total
<b>Revenue</b>						
Beginning Fund Balance	11,983,409	4,846,876	4,893,689	4,314,129	2,767,334	11,983,409
Levy Revenue (Cash Basis)	-	8,177,716	8,177,716	8,177,716	8,177,716	32,710,864
COA Levy Draw	6,939,681	7,930,005	8,552,211	9,515,154	10,043,819	42,980,870
Title III and State Funding (Accrual Basis)	706,942	718,357	492,400	406,732	406,732	2,731,164
Client Donations (Accrual Basis)	24,988	19,421	21,561	22,062	22,326	110,357
Client Co-Payments (Accrual Basis)	120,021	189,248	200,343	203,744	206,075	919,432
Interest and Other Income	1,510	23,308	24,607	24,649	24,716	98,791
Total Revenue to support ESP	7,793,143	8,880,339	9,291,122	10,172,342	10,703,668	46,840,614
Total Available Revenue (incl. previous year carryover)	12,836,872	13,974,926	13,810,316	13,149,032	11,604,899	48,554,017
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	5,556,303	6,432,200	7,003,712	7,429,618	7,845,325	34,267,157
Healthy Aging Grant	-	-	(283,870)	-	-	(283,870)
Information & Assistance (Accrual Basis)	92,946	95,693	103,273	106,371	109,562	507,845
Care Management (Accrual Basis)	1,573,589	1,678,540	1,757,002	1,871,942	1,951,974	8,833,047
COA Program Management (Accrual Basis)	475,638	541,993	567,064	620,847	653,276	2,858,817
FTH Provider Services and CareMgmt (Accrual Basis)	94,667	131,913	143,942	143,564	143,531	657,618
Total COA Operational Expenditures	7,793,143	8,880,339	9,291,122	10,172,342	10,703,668	46,840,614
APS, Auditor/Treasurer/State Fees	136,852	140,898	145,065	149,357	153,778	725,950
WCCS Senior Isolation Program	60,000	60,000	60,000	60,000	60,000	300,000
Total Levy Expenditures	7,989,996	9,081,237	9,496,187	10,381,698	10,917,446	47,866,564
					-	
Actual & Estimated Median Fund Balance	\$ 4,846,876	\$4,893,689	\$4,314,129	\$2,767,334	\$ 687,453	687,453
<b>Year Ending Client Census</b>	<b>1,862</b>	<b>1,993</b>	<b>2,070</b>	<b>2,076</b>	<b>2,127</b>	
Estimated Clients served during the year	2,673	2,702	2,833	2,910	2,916	

#### Assumptions:

- 1) Traditional ESP census is based on linear trend projections; 2021 had a market penetration level of 35.6%; current level is 35.2%
- 2) Case Management is projected based on 2022 contracted rate of \$67.48 with a 3% yearly increase
- 3) Intake is projected based on actual costs with a yearly increase of 3%
- 4) Title III and State Funding is projected to have additional funding due to ARPA and Supplemental TII C2 funds
- 5) Levy revenues are projected to be \$8.1M based on 2021 actuals provided by the Warren County Auditors; The levy intends to lapse collections for 2022 to reduce fund balance
- 6) HCA rates were increased by 8% in Q3 2022 to cover for inflationary cost increases to providers; each October RFP rate increase percentages are being applied to CPC;
- 7) HDM rates were increased by 35% in Q3 2022 to cover for inflationary cost increases to providers; each October RFP rate increase percentages are being applied to CPC;
- 8) \$60,000 has been allocated each year, out of the fund balance, to initiate a social isolation program for WC seniors

In 2024, COA is expecting to receive the Healthy Aging grant, in the amount of \$283,870, which is the amount allocated to Warren County. COA would use this grant to reduce the Provider services cost to the county, and in effect have a lower Admin cost base, which will also reduce the Program Management cost to the county.

## Option #2 WCESP Levy Projection without Healthy Aging Grant

### LATEST COA PROJECTION: Aug-2023

	Year 1 2022 Proj.	Year 2 2023 Proj.	Year 3 2024 Proj.	Year 4 2025 Proj.	Year 5 2026 Proj.	5-Year Total
<b>Revenue</b>						
Beginning Fund Balance	11,983,409	4,846,876	4,893,689	4,011,808	2,465,013	11,983,409
Levy Revenue (Cash Basis)	-	8,177,716	8,177,716	8,177,716	8,177,716	32,710,864
COA Levy Draw	6,939,681	7,930,005	8,854,532	9,515,154	10,043,819	43,283,191
Title III and State Funding (Accrual Basis)	706,942	718,357	492,400	406,732	406,732	2,731,164
Client Donations (Accrual Basis)	24,988	19,421	21,561	22,062	22,326	110,357
Client Co-Payments (Accrual Basis)	120,021	189,248	200,343	203,744	206,075	919,432
Interest and Other Income	1,510	23,308	24,607	24,649	24,716	98,791
Total Revenue to support ESP	7,793,143	8,880,339	9,593,443	10,172,342	10,703,668	47,142,935
Total Available Revenue (incl. previous year carryover)	12,836,872	13,974,926	13,810,316	12,846,711	11,302,578	48,554,017
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	5,556,303	6,432,200	7,003,712	7,429,618	7,845,325	34,267,157
Information & Assistance (Accrual Basis)	92,946	95,693	103,273	106,371	109,562	507,845
Care Management (Accrual Basis)	1,573,589	1,678,540	1,757,002	1,871,942	1,951,974	8,833,047
COA Program Management (Accrual Basis)	475,638	541,993	585,515	620,847	653,276	2,877,268
FTH Provider Services and CareMgmt (Accrual Basis)	94,667	131,913	143,942	143,564	143,531	657,618
Total COA Operational Expenditures	7,793,143	8,880,339	9,593,443	10,172,342	10,703,668	47,142,935
APS, Auditor/Treasurer/State Fees	136,852	140,898	145,065	149,357	153,778	725,950
WCCS Senior Isolation Program	60,000	60,000	60,000	60,000	60,000	300,000
Total Levy Expenditures	7,989,996	9,081,237	9,798,508	10,381,698	10,917,446	48,168,885
Actual & Estimated Median Fund Balance	\$ 4,846,876	\$4,893,689	\$4,011,808	\$2,465,013	\$ 385,132	385,132
Year Ending Client Census	1,862	1,993	2,070	2,076	2,127	
Estimated Clients served during the year	2,673	2,702	2,833	2,910	2,916	

#### Assumptions:

- 1) Traditional ESP census is based on linear trend projections; 2021 had a market penetration level of 35.6%; current level is 35.2%
- 2) Case Management is projected based on 2022 contracted rate of \$67.48 with a 3% yearly increase
- 3) Intake is projected based on actual costs with a yearly increase of 3%
- 4) Title III and State Funding is projected to have additional funding due to ARPA and Supplemental TII C2 funds
- 5) Levy revenues are projected to be \$8.1M based on 2021 actuals provided by the Warren County Auditors; The levy intends to lapse collections for 2022 to reduce fund balance
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- 8) \$60,000 has been allocated each year, out of the fund balance, to initiate a social isolation program for WC seniors

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**Option #1 Budget Highlights  
For the Warren County Elderly Services Program  
For the Program Year January 1, 2024 – December 31, 2024**

**Client Census:**

- Program year 2023 – is projected to end the program year with a census of 1,993 (Fast Track 34 Clients and Traditional ESP 1,959). This represents a net increase growth of 106 clients (or 5.3%) for the year.
- Program year 2024 – census is project to grow to 2,070. This is an increase of 77 clients (3.9%). This projection is based on census data over the last 4 years.

**Tax Levy Revenue:**

- The amount of Tax levy money needed in 2024 is \$9.0 million, which is an increase of \$1.1 million or 13.9% when compared to the 2023 projected spending.

**Client Co-payment:**

- Are projected to be \$200,343 which is higher than our current amount of \$189,248 projected for 2023.

**Client Donations:**

Donations are collected for home delivered meals. Donations are projected to be \$21,561 in 2024. This is an increase as compared to the amount of \$19,421 which is projected for 2023.

**Interest Income:**

Is projected to be \$24,607 which is higher than current projected amount of \$23,308 for 2023.

**Title III and State Funding:**

- Traditional Title III and Alzheimer's funding are expected to remain at last year's award amounts. The one time Federal ARPA revenue is gone which is why there is a reduction of \$492,400 from 2023.

**Provider Services:**

- We are projecting a growth of 14.3% in this category when compared to current spending projections. We are including an increase in Home Delivered Meals, Adult Day Services, and Adult Day Transportation from our most recent RFP awards. The increase will go into effect on 10/1/2023. This assumes the inclusion of Healthy Aging funding to the county in the amount of \$283,870. This is a direct reduction in the cost of in-home services, without any administrative expense.

**Intake & Assessment:**

- Spending is projected to grow to \$108,437 in 2024, which is an increase of \$12,744 (13.3%) from 2023 projected spending.

**Fast Track Case Management:**

- Spending is projected to be \$151,139 in 2024, which is an increase of \$19,226 (14.6%) from 2023 projected spending. The program is maintaining the number of clients being serviced. We are having a challenge in adding more staff due to labor workforce shortage.

**Care Management:**

- Is based on a rate per client serviced. The budget amount reflects the staffing needs based on the number of clients enrolled in the program.

**COA Administration:**

Is budgeted to be \$614,791. This is an increase of \$35,863 (6.2%) when compared to the 2023 budget. This is based on 6.5% rate of combined services of intake, care management and provider services. The Healthy Aging grant offset reduces the administrative cost by \$18,451.

**Warren County Elderly Services Program**  
**Option #1: Draft Budget with Healthy Aging Grant**  
**January 1, 2024 - December 31, 2024**

				<u>% Change</u>	
	<u>2024 Proposed Budget</u>	<u>2023 Budget</u>	<u>2023 Projected</u>	<u>2024 Budget to 2023 Projected</u>	<u>2024 Budget to 2023 Budget</u>
<b>Revenue</b>					
<b>Warren County Levy</b>					
Levy Appropriations	\$ 9,031,885	\$ 8,897,313	\$ 7,930,005	13.9%	1.5%
<b>Total County Levy Funding</b>	9,031,885	8,897,313	7,930,005	13.9%	1.5%
<b>Client Co-Payment</b>	200,343	115,659	189,248	5.9%	73.2%
<b>Client Donations</b>	21,561	24,396	19,421	11.0%	-11.6%
<b>Interest Income</b>	24,607	579	23,308	5.6%	4149.9%
<b>Total Title III and State Funding</b>	492,400	447,562	718,357	-31.5%	10.0%
<b>Total Revenue</b>	<b>\$ 9,770,796</b>	<b>\$ 9,485,509</b>	<b>\$ 8,880,339</b>	10.0%	3.0%
<b>Expenses</b>					
<b>Client Services</b>					
Intake & Assessment	\$ 108,437	\$ 105,278	\$ 95,693	13.3%	3.0%
Care Management	\$ 1,844,852	\$ 1,655,746	1,678,540	9.9%	11.4%
Fast Track Case Mgt	\$ 151,139	\$ 263,580	131,913	14.6%	-42.7%
Provider Services	\$ 7,353,898	\$ 6,881,977	6,432,200	14.3%	6.9%
Healthy Aging Grant	\$ (283,870)				
<b>Total Client Services</b>	9,174,456	8,906,581	8,338,347	10.0%	3.0%
<b>COA Administration</b>	596,340	578,928	541,993	10.0%	3.0%
<b>Total Expenses</b>	<b>\$ 9,770,796</b>	<b>\$ 9,485,509</b>	<b>\$ 8,880,339</b>	10.0%	3.0%
<b>W.C.C.S. Contract subtotal</b>					
Intake & Information	\$ 108,437	\$ 105,278	\$ 95,693	13.3%	3.0%
Case Management	1,844,852	1,655,746	1,678,540	9.9%	11.4%
<b>Total Contract Amount</b>	<b>\$ 1,953,289</b>	<b>\$ 1,761,024</b>	<b>\$ 1,774,233</b>	10.1%	10.9%

Average Daily Census for 2024 is projected to increase by 4% from 2023 year end Projections  
A 5% contingency is added to account for deviations in client enrollment and cost assumptions.  
Heathly Aging Grant is money from the State which will be available in 2024

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**Option #2 Budget Highlights  
For the Warren County Elderly Services Program  
For the Program Year January 1, 2024 – December 31, 2024**

**Client Census:**

- Program year 2023 – is projected to end the program year with a census of 1,993 (Fast Track 34 Clients and Traditional ESP 1,959). This represents a net increase growth of 106 clients (or 5.3%) for the year.
- Program year 2024 – census is project to grow to 2,070. This is an increase of 77 clients (3.9%). This projection is based on census data over the last 4 years.

**Tax Levy Revenue:**

- The amount of Tax levy money needed in 2024 is \$9.3 million, which is an increase of \$1.4 million or 17.7% when compared to the 2023 projected spending.

**Client Co-payment:**

- Are projected to be \$200,343 which is higher than our current amount of \$189,248 projected for 2023.

**Client Donations:**

Donations are collected for home delivered meals. Donations are projected to be \$21,561 in 2024. This is an increase as compared to the amount of \$19,421 which is projected for 2023.

**Interest Income:**

Is projected to be \$24,607 which is higher than current projected amount of \$23,308 for 2023.

**Title III and State Funding:**

- Traditional Title III and Alzheimer's funding are expected to remain at last year's award amounts. The one time Federal ARPA revenue is gone which is why there is a reduction of \$492,400 from 2023.

**Provider Services:**

- We are projecting a growth of 14.3% in this category when compared to current spending projections. We are expecting an increase in Home Delivered Meals, Adult Day Services, and Adult Day Transportation from our most recent RFP awards. The increase will go into effect on 10/1/2023.

**Intake & Assessment:**

- Spending is projected to grow to \$108,437 in 2024, which is an increase of \$12,744 (13.3%) from 2023 projected spending.

**Fast Track Case Management:**

- Spending is projected to be \$151,139 in 2024, which is an increase of \$19,226 (14.6%) from 2023 projected spending. The program is maintaining the number of clients being serviced. We are having a challenge in adding more staff due to labor workforce shortage.

**Care Management:**

- Is based on a rate per client serviced. The budget amount reflects the staffing needs based on the number of clients enrolled in the program.

**COA Administration:**

- Is budgeted to be \$614,791. This is an increase of \$35,863 (6.2%) when compared to the 2023 budget. This is based on 6.5% rate of combined services of intake, care management and provider services.

**Warren County Elderly Services Program**  
**Option #2: Draft Budget**  
**January 1, 2024 - December 31, 2024**

				<u>% Change</u>	
	<u>2024 Proposed Budget</u>	<u>2023 Budget</u>	<u>2023 Projected</u>	<u>2024 Budget to 2023 Projected</u>	<u>2024 Budget to 2023 Budget</u>
<b>Revenue</b>					
<b>Warren County Levy</b>					
Levy Appropriations	\$ 9,334,206	\$ 8,897,313	\$ 7,930,005	17.7%	4.9%
<b>Total County Levy Funding</b>	9,334,206	8,897,313	7,930,005	17.7%	4.9%
<b>Client Co-Payment</b>	200,343	115,659	189,248	5.9%	73.2%
<b>Client Donations</b>	21,561	24,396	19,421	11.0%	-11.6%
<b>Interest Income</b>	24,607	579	23,308	5.6%	4149.9%
<b>Total Title III and State Funding</b>	492,400	447,562	718,357	-31.5%	10.0%
<b>Total Revenue</b>	<b>\$ 10,073,117</b>	<b>\$ 9,485,509</b>	<b>\$ 8,880,339</b>	13.4%	6.2%
<b>Expenses</b>					
<b>Client Services</b>					
Intake & Assessment	\$ 108,437	\$ 105,278	\$ 95,693	13.3%	3.0%
Care Management	\$ 1,844,852	\$ 1,655,746	1,678,540	9.9%	11.4%
Fast Track Case Mgt	\$ 151,139	\$ 263,580	131,913	14.6%	-42.7%
Provider Services	\$ 7,353,898	\$ 6,881,977	6,432,200	14.3%	6.9%
<b>Total Client Services</b>	9,458,326	8,906,581	8,338,347	13.4%	6.2%
<b>COA Administration</b>	614,791	578,928	541,993	13.4%	6.2%
<b>Total Expenses</b>	<b>\$ 10,073,117</b>	<b>\$ 9,485,509</b>	<b>\$ 8,880,339</b>	13.4%	6.2%
<b>W.C.C.S. Contract subtotal</b>					
Intake & Information	\$ 108,437	\$ 105,278	\$ 95,693	13.3%	3.0%
Case Management	1,844,852	1,655,746	1,678,540	9.9%	11.4%
<b>Total Contract Amount</b>	<b>\$ 1,953,289</b>	<b>\$ 1,761,024</b>	<b>\$ 1,774,233</b>	10.1%	10.9%

Average Daily Census for 2024 is projected to increase by 4% from 2023 year end Projections  
A 5% contingency is added to account for deviations in client enrollment and cost assumptions.

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

**HOME MEDICAL EQUIPMENT**

**SERVICE SPECIFICATION**

**~~2019/2020~~**

**EFFECTIVE**

**~~APRIL 2019 (BCESP) (CCESP) (HCESP)~~**

**~~SEPTEMBER 2020 (WCESP)~~**

September 2023

(BCESP) (CCESP) (HCESP) (WCESP)

# Home Medical Equipment Service Specification

## 1.0 OBJECTIVE

Home Medical Equipment (HME) provides rented or purchased medical equipment or supplies to clients to promote independence and safety in their home. Home Medical Equipment under the Elderly Service Program (ESP) is limited to items not covered by third -party payors, Medicare, or the state Medicaid plan. ESP will attempt to bill insurance for covered items but may cover the cost of the item if it is determined insurance will not cover the item. ~~Home Medical Equipment under the Elderly Services Program (ESP) is limited to items not covered by third party payors, Medicare, or the state Medicaid plan.~~

## 2.0 UNIT OF SERVICE

- 2.1 A unit of service is the item purchased or rented.
- 2.2 The unit rate is the ESP contracted purchase or rental price for the item. Rental amount, over time, is not to exceed the purchase price of the item or to exceed 13 months.-

## 3.0 PROVIDER REQUIREMENTS

- 3.1 The Provider must follow current ESP guidelines for items reimbursable by Medicare/Medicaid, MCO, or any third-party payer referred by the ESP staff member and ordered by the medical professional.
- 3.2 The Provider may only bill for the price established in the original price quote. The Provider shall purchase, deliver, ~~educate~~educate, and install, as applicable, the authorized items before submitting a bill to ESP. Any cost revisions to the original quote must have prior authorization.
- 3.3 The Provider must furnish professional ongoing assistance when needed to evaluate and adjust products delivered, or to instruct clients/caregivers in the use of HME products and assembly as applicable.
  - (a) The Provider must assume liability for equipment warranties and, therefore, install, maintain, and/or replace any defective parts or items, as specified in appropriate warranties.
  - (b) Replacement items or parts for rented equipment will not be reimbursed if damage is not related to normal wear and tear.
  - (c) The provider will notify the ESP staff member of ~~expected~~the expected date of repair or replacement.

## 4.0 DELIVERY, INSTALLATION, EDUCATION AND VERIFICATION



- 4.1 The Provider shall verify successful completion of delivery, installation, and education provided to the client. Client signature, or designee signature, will be obtained to verify service delivery. For those items that do not require installation and education, the Provider may use a common carrier to deliver the HME. The provider shall verify successful delivery by using the carrier's tracking statement or number in replacement of the client signature to verify the delivery.
- 4.2 The Provider must maintain individual client records documenting delivery and/or common carrier shipping record, installation of equipment, and education of equipment, when applicable.
- 4.3 The Provider may not bill until after delivery of the HME.
- 4.4 The Provider must inform the ESP staff member if an item is on backorder once they are aware. They must provide an estimated delivery date if known.

## **5.0 INSURANCE REQUIREMENTS**

- 5.1 For HME items covered by Medicare, COA will seek to procure Providers identified through the Medicare Competitive Bid Process for applicable equipment in the affected areas.
- 5.2 A purchase price for items billable directly to ESP will be established during the Referral or RFP process.
- 5.3 The Provider must obtain prior approval from the COA staff member before billing ESP for any item deemed to be covered by another funding source.
- 5.4 COA may not pay for an item that is deemed to be covered by another payer source without supporting documentation. Supporting documentation will be reviewed prior to ESP reimbursing the provider for an item that may be covered by other insurance.