

## AGENDA

### CCESP Advisory Council Meeting

September 20, 2022, at 9:00 am – 10:30 am

Clinton County Office Annex

111 S. Nelson Avenue, Wilmington OH 45177

Entrance B, Community Room A

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m2fc7587c710fd7d6acd82ef7417222b8>

Meeting number: 2342 455 6037

Password: EDsVx7mC5S2

Join by phone

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Access code: 234 245 56037

<b>CALL TO ORDER</b>	Nicole Rodman
<b>WELCOME NEW MEMBER/INTRODUCTIONS</b>	Nicole Rodman
<b>APPROVAL OF MINUTES</b> <ul style="list-style-type: none"><li>❖ June 21, 2022, Minutes (Action Needed)</li><li>❖ July 27, 2022, Minutes (Action Needed)</li></ul>	Nicole Rodman Nicole Rodman
<b>QUARTERLY REPORTS</b> <ul style="list-style-type: none"><li>❖ Program Dashboard &amp; Financial Report</li><li>❖ Program Update Report</li><li>❖ Community Engagement</li></ul>	Ken Wilson & Carl McCullough Ken Wilson Paula Smith
<b>OLD BUSINESS</b> <ul style="list-style-type: none"><li>❖ Home Care RFP Results &amp; Update</li><li>❖ Five Year Levy Plan Update</li><li>❖ Senior Center Grants</li></ul>	Ken Wilson Ken Wilson Nicole Rodman
<b>NEW BUSINESS</b> <ul style="list-style-type: none"><li>❖ FY 2023 Draft Budget Review (Action Needed)</li></ul>	Carl McCullough
<b>HEARING THE PUBLIC</b>	Nicole Rodman
<b>ADJOURNMENT</b>	Nicole Rodman

#### NEXT MEETING

December 13, 2022

**MINUTES**  
**CCESP ADVISORY COUNCIL MEETING**  
**TUESDAY, JUNE 21, 2022 @ 9:00 A.M.**

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**ATTENDANCE**

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<b>Members Present:</b> Bob Baker Gene Breckel Sue Caplinger Tim Hawk Nicole Rodman	<b>COA Staff:</b> Haley Allgood Suzanne Burke Kate Laubenthal Carl McCullough Lisa Portune Monica Schulze Anne Sells Stephanie Seyfried	<b>Guests:</b>
<b>Excused:</b> Ray Camp	<b>Facilitator:</b> Nicole Rodman	<b>Scribe:</b> Heather Junker
<b>Absent:</b> Duane Weyand		

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**CALL TO ORDER / WELCOME**

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The June 21, 2022, meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 8:59 a.m. The meeting was hybrid with some joining in-person while others joined remotely.

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**APPROVAL OF MINUTES**

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Nicole Rodman called for a motion to approve the March 15, 2022, CCESP Advisory Council meeting minutes.

**Motion:** Gene Breckel made a motion to the March 15, 2022, minutes as presented.

**Second:** Bob Baker seconded the motion.

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

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**QUARTERLY REPORTS**

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***Program Dashboard & Financial Report***

Stephanie reviewed the highlights of the Program Dashboard. During COVID, we had some short-term clients receiving meals, but we no longer have any short term clients enrolled.

Stephanie made a mention that we had an increase in transportation spending in the first quarter due to a client who needed transportation to dialysis three time a week.

There were 399 clients enrolled onto the ESP program which was the same as the previous quarter. In Fast Track Home, there were 4 clients enrolled which is a decrease of one from the previous quarter. There were 45 new enrollments onto ESP and 47 disenrollments with the number one reason being deceased, needs otherwise met, or entering a skilled nursing facility.

The average monthly cost per client was down at \$324.00. Some of the top services utilized were Electronic Monitoring Systems, Home Care Assistance, and Home Delivered Meals. For dollars paid in each service, Electronic Monitoring Systems stayed steady between quarter four and quarter one, Home Care Assistance did decrease a little bit as did Home Delivered Meals.

The average length of stay on Fast Track Home has increased by 10 days, bringing the average to a total of 59 days. We are still under the benchmark of 60 days. There were five new enrollments and six disenrollments with four of those clients transferring onto ESP. The majority of the referrals come from Clinton Memorial Hospital followed by one from the TriHealth Network and one from a skilled nursing facility. Electronic Monitoring Systems was the most popular service followed by Home Care Assistance and Home Medical Equipment.

The average number of days between the intake call and enrollment was 14 days, which did decrease by two days from the prior quarter. The number of clients in need of Home Care Assistance was 104 with 18 (17%) of those clients not matched with a provider. On average, the number of referral attempts per client went up to 2.28. Nicole asked if there are any specific reasons why individuals aren't being matched with a provider or if it's just the lack of aides that are available. Haley advised that there are not enough aides to go around. Suzanne added that you can see the big jump in aide shortages from 2021 to 2022.

In the satisfaction surveys, Home Delivered Meals overall went down to 89% and overall choice of meals available went down to 61%. This is a significant decrease from quarter four. In Home Care Assistance, overall satisfaction stayed pretty steady. Nicole asked if we knew why there was a decrease in choice of meals. Stephanie advised that Lisa will be reviewing this later in the Provider Quality Report.

Carl reviewed the Financial Report. If we look at the amount of spending from the levy through the 1<sup>st</sup> quarter, we will need \$1.5 million dollars from tax levy appropriations. When you compare this to the budgeted amount of \$1.8 million, we are \$311,561 under budget for the year. We are also receiving about \$229,000 from other funding sources such as Title III funding, ARPA funding, state, and client copays this program year.

The total amount of projected expenses at the end of the 1<sup>st</sup> quarter is \$1.75 million. When you compare this to the budget, which is 1.97 million, the program is projected to be under budget by \$221,000.

If we look only at purchase services, you will see that we are projecting to spend \$1.3 million in the services listed above. If you compare this to the budgeted amount of \$1.5 million, you will see that we are under budget by \$252,000.

Starting in the month of May we have implemented a rate increase for both Home Care Assistance and Home Delivered Meals. The increase is due to inflation to help offset the increase cost in labor and the increase in the cost of food in our meal program. These increases are included in the report presented today. If you look towards the bottom of the list of services, you will see that Consumer Directed Care is

trending above its budgeted amount. We have been actively promoting this program in order to help with the home care worker shortage. The last item that I would like to talk about is Transportation. It is projected to be over budget. As mentioned in our note on page 2, when we put the budget together last year, we did not have a client in need of dialysis treatment. Currently we do have a client with high transportation needs. For future transportation trips, we are working on transitioning this client into a Medicaid program to pay for the trips.

Our current census projection is for the program to end with 416 clients, which is a decrease of 40 clients as compared the budget.

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

Lisa reviewed the Provider Network Report. The Homemaking, Personal Care and Respite RFP has been published and we've already held the bidder's conference. We expected to have responses in by June 20th with a tentative contract start date of August 1<sup>st</sup>.

Palco was selected as our new Financial Management Service, and they are currently providing those services. So, you will see that transition as we get every client moved over to them.

Adult Day Centers remained closed.

There have been no changes with Electronic Monitoring Systems.

Applications for the Senior Farmer's Market became available as of April 1<sup>st</sup> and can be found on the COA website. These will be accepted through September 15<sup>th</sup> or until the coupons run out- whichever comes first. The first batch of coupons were sent at the end of May. Markets are accepting coupons in June. Participating markets in Clinton County include Clinton County Farmers Market and That Guy's Family Farm. Participants can use their coupons at any participating Farmers Markets in the region.

We are currently working with LiveWell to develop a roadmap to modernize our home delivered and congregate meal programs. The objective includes evaluating the existing programs, identifying new opportunities to improve the programs & create new services, create & refine service specifications, and develop implementation strategies. COA staff, meal providers and staff receiving the meals are some of the groups that are participating in the project.

The provider monthly payments, as Carl alluded to, are due to the downstream of effects of the global pandemic. It was necessary to respond to our provider's needs for some increased payments. We will go more in depth in a moment, but most of our providers are receiving a substantial relief payment.

We are on track for our Structural Compliance Reviews.

The RFP schedule includes catering, homemaking & personal care (went out already), and minor home modifications.

Lisa reviewed the rate increases and inflation (please see handout in packet). Due to inflation, workforce shortages, and increased gas prices, the vast majority of our providers are seeing a large increase in their costs. Providers reached out to us over their concerns, so we did an in depth review of costs and inflation. Durable Medical Equipment has not had a rate increase since 2018 so we gave them

a 20% increase. Independent Living Assistance naturally had an opportunity to raise rates with the RFP that went out in May. Providers are receiving payment which will reflect their normal rate plus their increased relief payment. These payments do come from the levy funds aside from congregate meals and adult day as that funding comes from Title III. The maximum reimbursement rates show the maximum level for those payments.

### ***Provider Quality Report***

Lisa gave an overview of the Provider Quality Report (please see handout in packet). As noted, Adult Day remains closed. Palco will be listed under Consumer Directed Care on the next report. There was a slight decrease in Electronic Monitoring Systems and the numbers have not gotten up to the 2020/2021 numbers. Clinton County Community Action holds the market share for home delivered meals and remained equal to quarter four. Bernen's holds the market share for home medical equipment with 15 clients served. Home First holds the market share for home modifications and there were nine clients served. Clinton County Community Action holds the market share for homemaking and there were 240 clients served. Home First holds the market share for major house cleaning and there have been no clients in need of that service. Katy's Home Care has the market share for personal care, and they served 28 clients with Assisted Care by Blackstone serving one client. Milt's Termite and Pest Control holds the market share for pest control, and they served one client. Katy's Home Care holds the market share for respite, and they served three clients. Transportation is a split in the market share between Clinton County Community Action and Valley Transportation. We've had a significant increase in the number of clients served in transportation.

Lisa reviewed the quality scores. The aide shortages as well as the staffing shortages in general both play a major role in the scores. Haley added in regard to the home delivered meal scores, that Clinton County Community Action uses Five-Star Food Services for the meals. They are having issues processing menus due to staff shortages and that's probably why the scores have dropped in some of the areas. Nicole asked if they just didn't have as many options or if they are just doing the bare minimum to get something out the door. Haley stated that's a part of it as well as there have been a lot of substitutions due to supply chain issues they are experiencing. Lisa added that we are seeing that more across the board with our food providers. Nicole asked if this was being communicated to clients. Haley explained that it is usually after the fact when the care manager is asking the client the satisfaction questions and the client is reporting this. We then check with Community Action to find out what happened and then report that back to the client.

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### **OLD BUSINESS**

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### ***AddnAide Home Care App Update***

Suzanne gave an update on the AddnAide Home Care App that we're developing and in the process of rolling out. We hope this app will bring more aides to the workforce. COA started working with LiveWell on this project back in 2019. Workforce shortages have been a problem for a while, but the pandemic has exacerbated it. Research that LiveWell did identified one of the biggest barrier for aides staying in the workforce is scheduling and having autonomy over their own schedules. On top of that, they also don't get paid for gas or transportation time. Part of what the app will do is allow aides to do their own scheduling. We are focused on the Consumer Directed Care population and to not take away aides that work for the home care agencies. We're trying to expand those who are providing services for someone to be able to pick up additional clients.

Suzanne shared that her mother, for example, has a friend they pay to come in and help her. When that person leaves, neighbors run out to ask her if she can take care of their loved one as well. She may or may not be willing to do that, but right now, there's no way she'd be able to pick up another client unless someone approached her to ask that she do so because she wouldn't know that someone needed help. Both clients and aides will be in the app, and they will be able to look for other clients to pick up and clients will be able to look for aides that way as well. We're also hoping to attract more people to the workforce who want to work part time and pickup "gigs" that match their schedule. This has been an investment from COA using our discretionary funds because of our mission to help keep people independent in their homes. It's one of the biggest services clients can't get and that's a problem.

Kate discussed that the biggest tasks we see that clients need are cleaning, laundry, and shopping. The intent of the app is to pair clients with that untapped workforce. We are starting in Hamilton County and have partnered with Veer Marketing. We've started recruiting clients, or their family member if they aren't capable of being employers, to start building that potential pool for workers. Veer is doing a multi-faceted marketing campaign for us starting in July and lasting for six months. This includes typical ads you might see in the newspaper as well as social media marketing and other media sources. The goal is to try to find people who may normally not consider this line of work such as college students, people already doing it for someone else, or people who are more comfortable with the gig economy and willing to pick up a job here or there. Most of our clients do just need cleaning or shopping so if someone is already shopping, why not pick up groceries for a senior and get paid for it. This pilot will start out in Hamilton and Warren County to initially work out some of the bugs. We were given funds from those two counties to help with the marketing campaign.

### **Workforce Marketing Funds:**

Suzanne added that we started with those two counties because they have the biggest gaps. Prior to recently, Clinton County wasn't seeing that big of a gap but now we are. She advised the Advisory Council that we would like to secure approval from the Advisory Council \$15,000 for marketing funds. We would like to run targeted ads like we're doing in the other counties. Haley and Kate discussed how they've seen interest in people signing up to be aides on the app already even without the marketing campaign.

Nicole asked how payment for services works and if it's integrated through the app. Suzanne explained that it is integrated into the app. It has a lot of amazing features because it also includes a GPS, so you'll know how long a person was there. The client or their caregiver, will be able to say that the person was there, the services they asked for were completed and then they hit the "paid" button in the app. Tim asked if there was any way that someone like himself who isn't trained as an aide could go pick up groceries for someone. Suzanne explained that he could and that's exactly what we're hoping will be a benefit of using this app. It also has a matching capability. In the research, it was discovered that a better match up front allows for longer continuity of the relationship. For example, if the aide doesn't smoke, they can choose to work with a client who is also a non-smoker. Bob asked about legality for the workers. Suzanne advised there are still background checks. Under Consumer Directed Care, the relationship is between the client and the aide. Nicole asked if they needed to take action on approving the \$15,000 today. Suzanne advised if they could take action on it today, that would be preferred. Nicole then asked where the \$15,000 will be coming from. Suzanne explained it will be coming from the unspent levy funds in home care.

Nicole Rodman called for a motion to approve \$15,000 for the Workforce Marketing Funds.

**Motion:** Bob Baker made a motion to approve \$15,000 for the Workforce Marketing Funds.

**Second:** Tim Hawk seconded the motion.

**Action:** The \$15,000 for the Workforce Marketing Funds was unanimously approved.

### **Consumer Directed Care Service Specification Changes:**

Kate reviewed the Consumer Directed Care Service Specification Changes (please see handout in packet). The original document was based on a traditional home care agency mindset. This service is different where the client or a family member is the actual employer. There is a lot of education that happens with the case manager when talking about the service to really let the client know their responsibility is as the employer. Outside of the app, this involves them recruiting, interviewing, hiring and then in some cases terminating their own aide. Through a traditional home care agency, this is something the agency would normally do. We also added a more robust background check which includes seven database checks and fingerprints. Tim asked how long a background check takes to come back. Kate informed with our new provider, it can take anywhere from one to four weeks. We are looking at adding some additional avenues for individuals. For example, if someone has just been fingerprinted and had a background check, the employer can choose to forgo it and go off the recent information. Nicole asked to clarify that the employer is the individual receiving the services. Kate confirmed that it is either the client or their authorized representative if the client is not capable of being the employer.

Nicole Rodman called for a motion to approve the Consumer Directed Care Service Specification Changes.

**Motion:** Gene Breckel made a motion to approve the Consumer Directed Care Service Specification Changes.

**Second:** Sue Caplinger seconded the motion.

**Action:** The Consumer Directed Care Service Specification Changes were unanimously approved.

### **Senior Services Grant Application Update**

Lisa gave an update on the Senior Services Grant Application. We have extended the deadline to ensure that all Senior Centers received the application. The new due date is July 11<sup>th</sup>, and we hope to have a decision made by the end of August. Tim asked if there would be another meeting to discuss the applications. Heather advised that she would work to get an additional meeting scheduled for them.

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## **NEW BUSINESS**

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### **Community Engagement**

Haley Allgood reviewed the Community Engagement COA has been involved with. We've been super busy with outreach. We're still continuing to go to the Ohio Hospice Networking meetings every three months. Haley and Jennifer Wall went to the Wilmington- Clinton County Chamber of Commerce Annual meeting on June 7<sup>th</sup>. Last week, another CM Jessica Boemker and Haley went to do a presentation at Westminster Court (formerly Friendship Acres). This Saturday is Healthy Family Day at the farmers market and COA staff will be onsite. Haley added that we will be meeting with Hospice of Hope on July 6<sup>th</sup>. They will be educating us about their programs, and we will educate them on our

programs. They have these new transitional care programs that even if someone doesn't qualify for hospice, they are able to get in and help with things like medication management. We have a presentation at the Blanchester Senior Center on July 20<sup>th</sup>.

### ***Home Care Assistance Service Specification Changes***

Monica reviewed the Home Care Assistance Service Specification Changes (please see handout in packet). This is a new service for Clinton County and is a combination of four services: homemaking, personal care, respite, and companion. Currently in Clinton County, those service specifications are divided out. The last revision was made in October of 2017. We added requirements to the personal care supervisor to include supervisory experience in the direct care setting. They have to have effective problem resolution skills as well as the ability to maintain high standards of efficiency, client safety, and client satisfaction. The requirement that the supervisor has to be an RN or LPN (under the direction of an RN) has been removed which will help bring more providers into the market- providers that don't have the ability to maintain an RN on their staff. We also removed the requirement that an initial assessment has to be completed. This is now up to the provider as to whether they want to do that or not. Scheduled supervisory visits have also been removed and now they are to be completed as needed. We have also added a three step process before the provider turns in a 30-day notice on a client. First, the provider needs to try to resolve the issue on their own. If they are unable to resolve the issue, we ask that they reach out to the care manager to schedule a care conference. In the event that they still cannot resolve the issue and they need to turn in a 30-day notice, we ask they serve the client up through those 30-days to allow us to bring in another agency.

Nicole Rodman called for a motion to approve the Home Care Assistance Service Specification Changes.

**Motion:** Tim Hawk made a motion to approve the Home Care Assistance Service Specification Changes.

**Second:** Sue Caplinger seconded the motion.

**Action:** The Home Care Assistance Service Specification Changes were unanimously approved.

### ***Laundry Delivery Service Specifications***

Stephanie gave an overview of the Laundry Delivery Service Specifications. We have started this as a pilot program in Hamilton County with Fast Track Home Clients using the company Happy Nest. The client or caregiver has to be able to place their laundry in a bag and leave it outside of the residence for pickup. Happy Nest washes, dries and folds the laundry which is delivered the next day. This is another way to meet the need and gap in service. It's not a new service but just a new service delivery to meet the need. A unit of service is one pickup and one drop off. The cost ranges between \$2.39 and \$2.49 per pound based on the zip code and is set up based off of need whether that be weekly or as needed. So far, we've seen an average of between \$40 and \$80. Clients have been really happy with the service so far and needs are being met.

Nicole Rodman called for a motion to approve the Laundry Delivery Service Specifications.

**Motion:** Bob Baker made a motion to approve the Laundry Delivery Service Specifications.

**Second:** Sue Caplinger seconded the motion.

**Action:** The Laundry Delivery Service Specifications were unanimously approved.



## ***Annual Report***

Anne gave an overview of the Annual Report (please see handout in packet). This is your report to the community to show how tax dollars are used to help the older adults in the community. We always have so much content that we've added a QR code and link to access full stories and additional content. In 2021, we've been able to get back to traditional success and highlight stories.

## ***Area Plan***

Suzanne discussed the Area Plan. As part of our role as the Area Agency on Aging designated by the state, we're required to complete an Area Plan every four years. We get federal and much of the state aging funds for distribution out to the five county region, and this plan sets the priorities for how the funds will be distributed. In preparation of that, we do a lot of stakeholder feedback. For example, we had Scripp's Gerontology complete a Community Needs Assessment survey. This also included client interviews, and on the street interviews. We are completed with this process and Suzanne wanted to share some of the findings. Overall, clients are very satisfied with services. The lack of aides is the biggest concern. What came out for greatest needs were social isolation, which has never risen to the top before, followed by behavioral health concerns, and in home care. Overall support, specifically as it pertains to healthcare and being able to get to doctor's appointments also came up. Additionally, transportation, housing, medications, affordable care, and lastly meals/food were also concerns that arose. Our next step will be reviewing this with our own Advisory Council at COA to seek their approval. Once that is approved, we will be issuing RFPs for the top priorities. The Area Plan is scheduled to be approved in August and we will give the Advisory Council an update once that is complete.

Bob asked if there is transportation for medical appointments outside of the county like in Cincinnati. Haley advised that we didn't use to but now older adults are able to be transported to farther places like Cincinnati or Dayton. Gene asked how a client would contact someone to get transportation if they've been referred to a specialist outside of the county. Haley explained we have providers that transport clients, and they just need to contact their case manager to get it scheduled.

## ***Advisory Council Meeting Feedback Survey Results***

Nicole and the rest of the Advisory Council discussed the Advisory Council Meeting Feedback Survey Results.

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## **HEARING THE PUBLIC**

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There was no one from the public present who wanted to speak.

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## **ADJOURNMENT**

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With no further business to discuss, Nicole adjourned the meeting at 10:31 a.m.

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## **NEXT MEETING**

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September 20, 2022

**MINUTES**  
**CCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, JULY 27, 2022 @ 9:30 A.M.**

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**ATTENDANCE**

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<b>Members Present:</b> Sue Caplinger Tim Hawk Nicole Rodman Duane Weyand	<b>COA Staff:</b> Ken Wilson	<b>Guests:</b>
<b>Excused:</b> Ray Camp	<b>Facilitator:</b> Nicole Rodman	<b>Scribe:</b> Heather Junker
<b>Absent:</b> Bob Baker Gene Breckel		

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**CALL TO ORDER / WELCOME**

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The July 27, 2022, meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 9:33 a.m.

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**OLD BUSINESS**

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***Senior Services Grant Application & Award Discussion***

Before the discussion started, Ken gave a quick update on a new development. As everyone knows, in November of 2021, we successfully passed a renewal and an increase of the senior services levy. We were planning on the new funding starting in 2022 and going through 2026. Normally, once a year and typically in March, we request and receive the actual tax receipts from the county auditor that we reconcile. This is to provide the Advisory Council with accurate information about levy collections and how much is in the fund balance. We went to the auditor a couple of weeks ago because Ken wanted to see what the first half of collections looked like with the new millage.

That generated a surprise. Ken learned late on Friday that our new collection rate doesn't actually start until 2023 through 2027. We've reconciled everything at this point. It's confusing because the ballot language talks about tax years, but then collection years run a year ahead (or tax years run one year behind). The way the ballot language was written was for the actual collections with the new millage to begin next year. That means that we are operating this year with significantly less funding than we thought we had. So, we have to wait for those new collections to come in next year. Ken is concerned because we also just received the RFP responses for home care assistance and those rates came in very high. We're still in the process of reviewing those and going through them. Some of that's not a surprise because we know inflation is up and wages are up, but they're significantly higher than what we were expecting. Ken is worried about this year and making sure we stay within budget now knowing that we have at least \$800,000 less in this calendar year than he thought. He's also worried as to what

that means for the next five-year levy cycle. He doesn't have all those numbers for everyone yet, but he should have a really good sense of that by next week.

Ken advised that he thinks they need to consider that information when they decide on what they want to fund as well as the timing of it. He doesn't have all of the information right now to tell everyone whether we have \$50,000 to spend on this for this year. They may want to consider funding a project or two but waiting until next year to do the project. Nicole stated that usually the settlements come in February or March and asked Ken if he was thinking next spring. She doesn't want them to overextend themselves for these projects if it's not in the budget to do so, although she hates to turn around and say sorry, they can't do it now. Ken agreed and he doesn't have the answer to that yet. He knows next year won't be a problem, but this year is the concern. He also doesn't want to overextend, and then find themselves in a pinch at the end of the year.

With that information, Nicole asked if this is something they should push back a little further before reviewing. Ken advised it's up to them. They can go ahead and come up with their recommendations and then decide later the timing of it. He also stated another option is to wait until he has more detailed information about what the current year looks like as well as the five-year plan. Nicole asked the group what they thought. Sue expressed that she thinks they should wait because to her, the homemaking and services are more important than them funding these extra projects. Duane agreed as their bread and butter is providing health care services which are life sustaining versus bathroom remodels and parking lot surfacing. He thinks they should table this until they get those contracts in place. Tim expressed that he agrees with that as well. Nicole advised that she is leaning towards that as well. Duane asked if Ken knew when the MOUs would be in place with the service providers. Ken explained that they should have those in place sometime in August, but they're doing some further analysis of the rates that were bid for homemaking and personal care because he wants to make sure they're reasonable.

Tim stated that the sooner they let the individuals who applied for the grant know it's going to be placed on hold, the better. That way if they decide to go ahead with some of these projects on their own, they can and not wait on an answer from them. Duane agreed and stated that Jane Newkirk, who put in that she needed a match for some vehicles, needs an answer because she has to come up with that match somewhere. Nicole advised that with a match for those state vehicles, JFS is going to try to do that for them with some funding they have that can be utilized for that purpose. She stated they put in their request, and they have some APS money. She hopes to hear back on that here shortly. While she's waiting on answer, they need to let everybody who applied know that at this time they won't be making any decisions. Ken advised he will send that message out either today or tomorrow to let everyone know. Nicole stated she did have a conversation with Jane so she's aware of the request with JFS. She wishes she could spread it around to everyone, but she has specific purposes she can use it for. That was something that she offered to try to reduce what the ask was going to be from them. Ken explained that his next step is to inform all the bidders that we're delaying, and he will explain the reasons of the collections are coming in next year instead of this year. He will let them know we will get back to them later. Ken will also continue working on an analysis of the bids and the cash situation for this year as well as an updated five-year plan. We'll schedule a follow up meeting once all of that information available.

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## **ADJOURNMENT**

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

**Motion:** Duane Weyand made a motion to adjourn the meeting.

**Second:** Tim Hawk seconded the motion.

**Action:** It was unanimously agreed to adjourn at 9:42 a.m.

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**NEXT MEETING**

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September 20, 2022



**Clinton County ESP  
Program and Financial Report  
Quarter 2, 2022 (April - June 2022)**



**Clinton County ESP**  
**Quarter 2, 2022 (April - June 2022)**  
**EXECUTIVE SUMMARY**

**Highlighted Findings**

**1. Census Trends**

- A. Compared to last year (Quarter 2, 2021), census decreased by -3 clients (from 415 to 412) or -0.72%.
  - 1. No Short-term client activity this quarter
- B. Compared to last quarter (Quarter 1, 2022), census increased by 13 clients (from 399 to 412) or 3.26%.
  - 1. No Short-term client activity this quarter

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

**2. Fast Track Home**

- A. Average length of stay has decreased compared to Quarter 1, 2022 (from 59 to 44).
- B. New Enrollments increased from Q1, 2022 to Q2, 2022 (from 5 to 12).
- C. Total clients who transferred to ESP from FTH decreased by 4 from Quarter 1, 2022 (from 5 to 1).

**3. Financials**

- A. Total Revenue: The amount needed to be drawn down from the levy is \$1.5 million through the second quarter, as compared to the budgeted amount of \$1.8 million. The variance is under budget by \$383,260 or 20.9%.
- B. Total Expenses: The projected expenses incurred through the second quarter is \$1.73 million as compared to \$1.97 million in the budget. The variance is under budget by \$243,139 or 12.3%.
- C. Purchase Services: The projected expenses were lower than budget by \$246,046 or 15.9% as compared to budget.

**Quarter-End Census by Program**

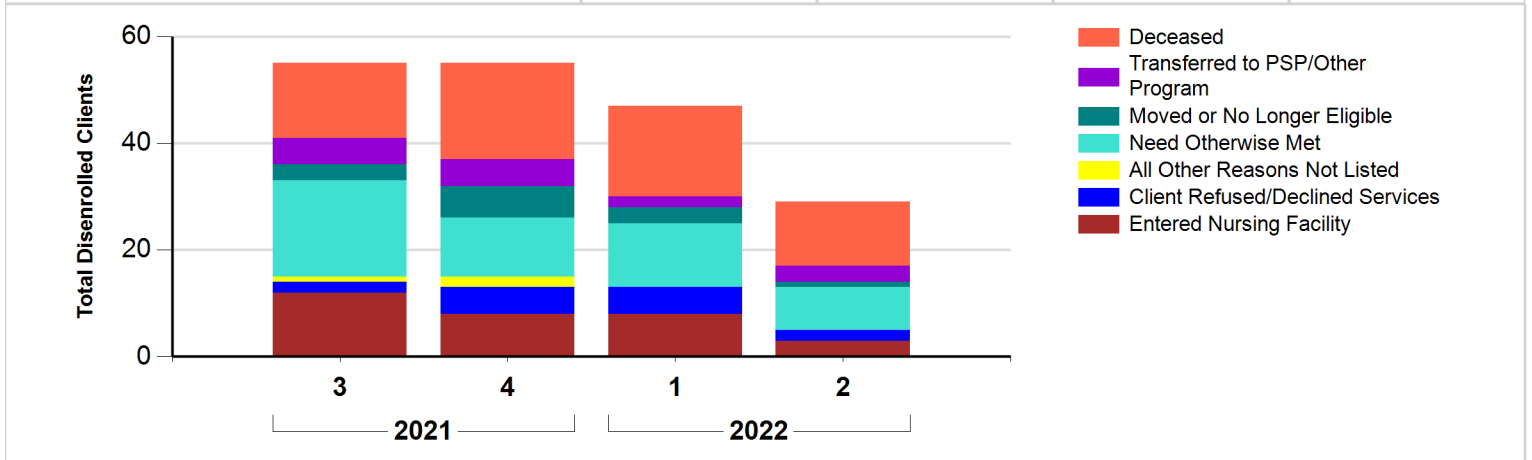
Year	2021		2022	
Quarter	3	4	1	2
<b>ESP</b>	<b>409</b>	<b>399</b>	<b>399</b>	<b>412</b>
<b>FTH</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>11</b>
<b>Medicaid Programs</b>	<b>139</b>	<b>136</b>	<b>132</b>	<b>175</b>
Passport	16	14	14	12
Assisted Living	0	1	1	1
Molina	49	47	45	88
Aetna	74	74	72	74

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

Year	2021		2022	
Quarter	3	4	1	2
Quarter-End Census	409	399	399	412
New Enrollments	41	43	45	43
Disenrollments	55	55	47	29

**Disenrollment Outcomes**

Year	2021		2022	
Quarter	3	4	1	2
Deceased	14	18	17	12
Transferred to PSP/Other Program	5	5	2	3
Moved or No Longer Eligible	3	6	3	1
Need Otherwise Met	18	11	12	8
All Other Reasons Not Listed	1	2	0	0
Client Refused/Declined Services	2	5	5	2
Entered Nursing Facility	12	8	8	3
<b>Total</b>	<b>55</b>	<b>55</b>	<b>47</b>	<b>29</b>

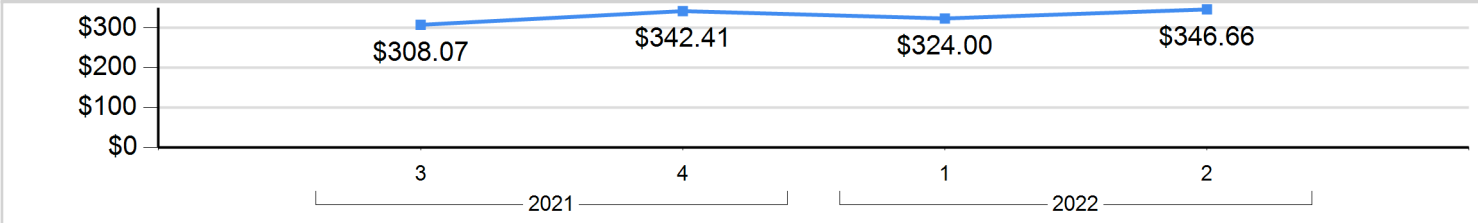


<sup>1</sup> Q4 '20 - Q3 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.



**Clinton County ESP**  
**Quarter 2, 2022 (April - June 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	3	4	1	2
Consumer Directed Care	16	18	14	17
Electronic Monitoring	285	275	267	256
Home Care Assistance	266	259	245	246
Home Delivered Meals	119	108	107	133
Home Medical Equipment	16	7	15	16
Medical Transportation	3	4	10	7
Other Services	12	10	10	20
<b>All Services (Unduplicated)</b>	<b>434</b>	<b>413</b>	<b>404</b>	<b>407</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	3	4	1	2
Consumer Directed Care	1,483	2,117	1,889	1,752
Electronic Monitoring	860	843	823	802
Home Care Assistance	5,785	5,613	4,541	4,838
Home Delivered Meals	7,703	7,319	6,290	8,118
Home Medical Equipment	20	8	16	19
Medical Transportation	18	46	111	97
Other Services	17	11	11	22

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

Year	2021		2022	
Quarter	3	4	1	2
Consumer Directed Care	\$22,143	\$30,335	\$27,477	\$27,914
Electronic Monitoring	\$20,294	\$20,013	\$19,445	\$19,029
Home Care Assistance	\$171,596	\$167,408	\$145,136	\$151,197
Home Delivered Meals	\$73,702	\$72,502	\$61,528	\$79,527
Home Medical Equipment	\$4,738	\$2,595	\$6,128	\$7,163
Medical Transportation	\$911	\$3,368	\$10,120	\$11,240
Other Services	\$13,130	\$18,895	\$12,500	\$22,425
<b>All Services</b>	<b>\$306,514</b>	<b>\$315,117</b>	<b>\$282,334</b>	<b>\$318,494</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.

<sup>2</sup> Q2 2022 the majority of Other Services cost comes from Home Modification Services provided during the quarter.





**Clinton County ESP FTH**  
**Quarter 2, 2022 (April - June, 2022)**  
**FAST TRACK HOME CENSUS TRENDS**

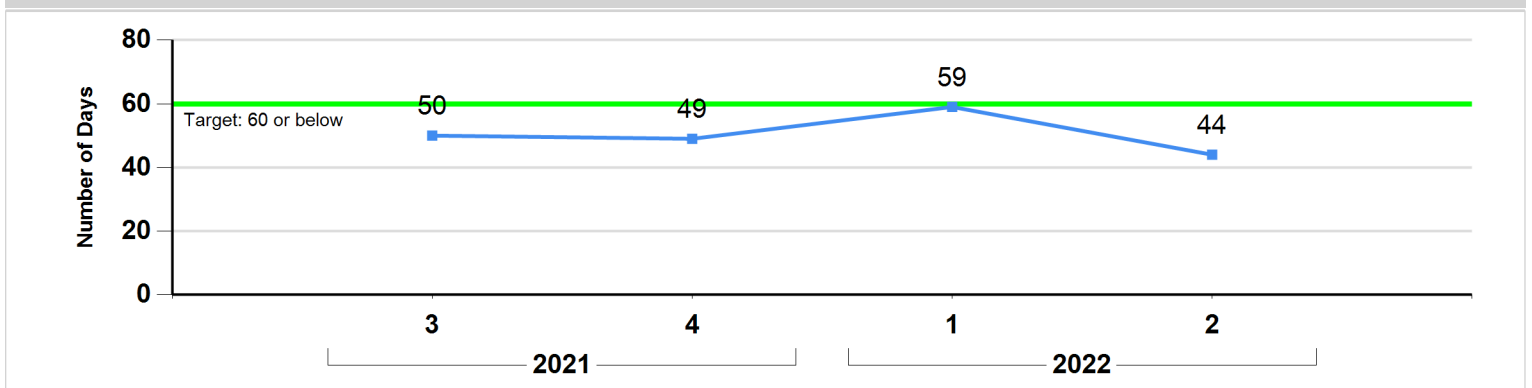
**Total Clients Served, New Enrollments, Disenrollments**

	2021		2022	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
New Enrollments	11	7	5	12
Disenrollments	5	10	6	5
Clients Transferred to ESP	4	4	5	1
	80.00%	40.00%	83.33%	20.00%

**Enrollment by Setting**

Enrollment Setting	2021		2022	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Miami Valley Hospital	0	0	0	2
Clinton Memorial Hospital	4	1	3	3
The Christ Hospital	0	0	0	1
TriHealth Hospital Network	0	0	1	0
University of Cincinnati Hospital Network	0	0	0	1
Other Hospital	2	0	0	1
Skilled Nursing Facilities	4	4	1	3
Not Captured	0	1	0	1
<b>Total</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>12</b>

**Average Length of Stay**





**Clinton County ESP FTH**  
**Quarter 2, 2022 (April - June 2022)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2021		2022	
Quarter	3	4	1	2
Electronic Monitoring	3	6	3	3
Home Care Assistance	4	5	1	0
Home Delivered Meals	6	5	0	2
Home Medical Equipment	0	0	1	2
<b>All Services (Unduplicated)</b>	<b>9</b>	<b>12</b>	<b>5</b>	<b>5</b>

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

Year	2021		2022	
Quarter	3	4	1	2
Electronic Monitoring	4	10	5	4
Home Care Assistance	20	69	4	0
Home Delivered Meals	133	105	0	49
Home Medical Equipment	0	0	1	2

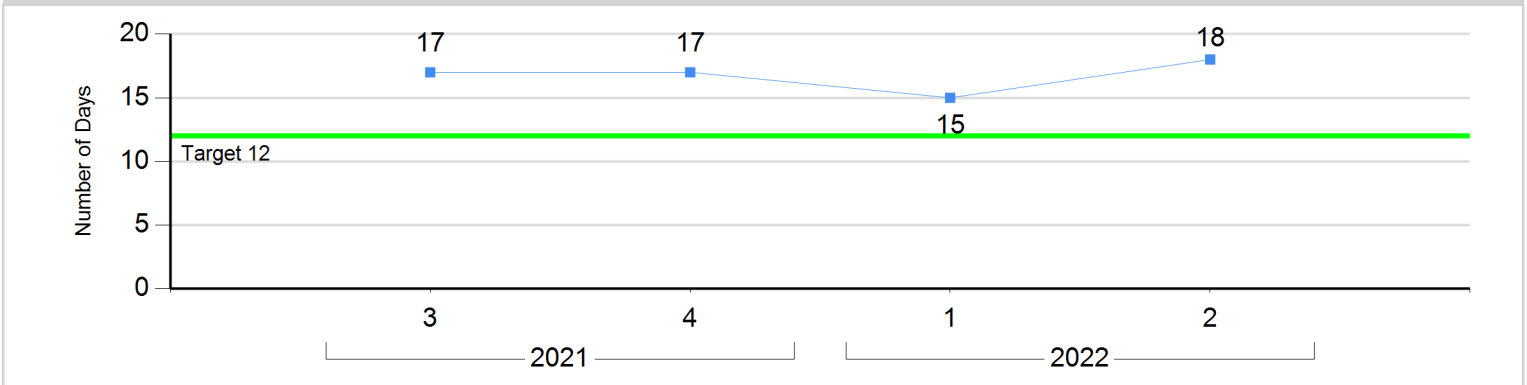
**Dollars Paid by Service Group (Purchased Services)**

Year	2021		2022	
Quarter	3	4	1	2
Electronic Monitoring	\$76	\$168	\$100	\$100
Home Care Assistance	\$581	\$1,928	\$104	\$0
Home Delivered Meals	\$1,225	\$1,014	\$0	\$491
Home Medical Equipment	\$0	\$0	\$80	\$97
<b>All Services</b>	<b>\$1,882</b>	<b>\$3,110</b>	<b>\$284</b>	<b>\$688</b>



**Clinton County ESP**  
**Quarter 2, 2022 (April - June 2022)**  
**Traditional ESP PERFORMANCE TRENDS**

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



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	# Clients in Need of HCA	# Clients Not Matched with a Provider	% of Clts Not Matched with a Provider	Avg. #Days To Authorize Request	Avg. #Days Not Matched with Provider
2022	2	212	22	10%	45	102

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

Year	2021		2022	
Quarter	3	4	1	2
Overall Satisfaction	99.11%	95.83%	89.46%	97.83%
Good Choice of Meals Available	92.86%	83.33%	60.00%	82.61%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2021	2022
Quarter	4	1
Overall Satisfaction	100.00%	100.00%
Service Returns Client Home Promptly	100.00%	100.00%

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

Year	2021		2022	
Quarter	3	4	1	2
Overall Satisfaction	98.61%	98.67%	96.02%	96.59%
Aide is Dependable	100.00%	100.00%	98.41%	100.00%

1. As Q2 2022, all data used in Home Care Provider Network Referrals and Capacity metric table is collected and reported out from the ESP RFS tracker



**Clinton County ESP**  
**Quarter 2, 2022 (April - June 2022)**

**FINANCIALS: based on actual revenue & expenses as of June 30, 2022<sup>1</sup>**

	<b>Annual Projected</b>	<b>Annual Budget</b>	<b>Budget Variance</b>	<b>Percent Budget Variance</b>
<b>Revenue</b>				
Tax Levy Appropriations	\$1,451,456	1834715.19	(\$383,260)	-20.9%
<b>Federal &amp; State Funding</b>				
Title III B	\$18,608	\$15,000	\$3,608	24.1%
Title III C2 - Home Delivered Meals	121,658	65,718	55,940	85.1%
Title III E - Caregiver Support	8,333	0	8,333	0.0%
Alzheimer's	0	805	(805)	-100.0%
Nutrition Services Incentive Program (NSIP)	46,551	15,708	30,843	196.4%
Senior Community Services (SCS)	9,610	10,000	(390)	-3.9%
Other Federal (Title C2 Supplemental, Title III D, AARPA)	28,700	0	28,700	-100.0%
<b>Client Contributions</b>				
Client Donations	2	215	(213)	-99.0%
Co-Pays Received	44,996	30,891	14,105	45.7%
<b>Total Revenue</b>	<b>\$1,729,914</b>	<b>\$1,973,052</b>	<b>(\$243,139)</b>	<b>-12.3%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$109,386	\$124,760	\$15,374	12.3%
Intake & Assessment	4,000	2,759	(1,241)	-45.0%
FTH Case Management	52,287	56,776	4,489	7.9%
Case Management	260,971	239,441	(21,530)	-9.0%
<b>Total Operational Expenses</b>	<b>\$426,644</b>			
<b>Purchased Services</b>				
Homemaker-Hourly	\$547,858	\$685,876	\$138,018	20.1%
Personal Care -Hourly	60,945	130,814	69,869	53.4%
Respite-Hourly	12,893	19,045	6,152	32.3%
Home Medical Equipment	23,760	22,800	(960)	-4.2%
Emergency Response Systems	78,872	93,487	14,616	15.6%
Minor Home Modifications	59,755	36,401	(23,354)	-64.2%
Chore	10,902	18,055	7,153	39.6%
Home Delivered Meals	346,163	345,671	(492)	-0.1%
Adult Day Service	0	71,554	71,554	100.0%
Adult Day-Transportation	0	1,951	1,951	100.0%
Medical Transportation	36,171	3,245	(32,926)	-1014.6%
Consumer Directed Care	125,951	120,416	(5,535)	-4.6%
<b>Gross Purchased Services</b>	<b>\$1,303,270</b>	<b>\$1,549,316</b>	<b>\$246,046</b>	<b>15.9%</b>
<b>Gross Program Expenses</b>	<b>\$1,729,914</b>	<b>\$1,973,052</b>	<b>\$243,139</b>	<b>12.3%</b>
<b>Client Census</b>	<b>429*</b>	<b>456</b>	<b>27</b>	<b>5.9%</b>
<b>Cost of Services per Client</b>	<b>\$264.65</b>	<b>\$273.60</b>	<b>\$8.95</b>	<b>3.3%</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.

# Clinton County Provider Network Report

## September 2022

### Homemaking/Personal Care/Respite

We are actively working through the proposals submitted in Clinton County for Home Care Assistance. Award notices will be disbursed in the upcoming weeks.

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

June 2022 all CDC services have been transitioned to Palco. Palco is actively enrolling clients to the CDC service. Acumen's contract ended June 2022.

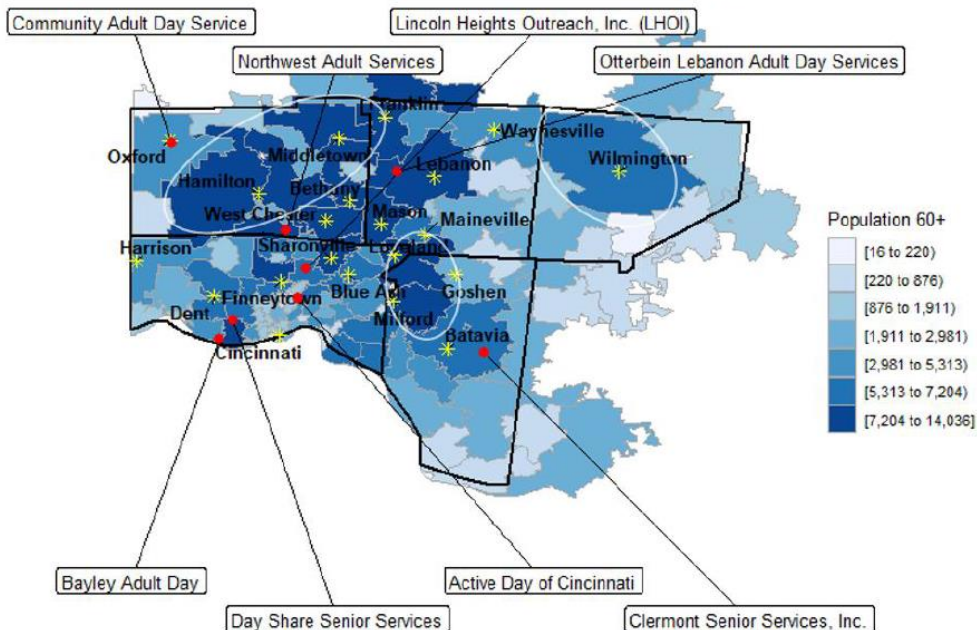
### Adult Day

Clinton County Adult Day is permanently closed. Provider Services is working with entities throughout the state on a plan to revitalize the adult day service.

Here is a map of existing adult day centers overlaid with older adult population data. The circles indicate gaps in care. COA has engaged the state associations in a state-wide conversation about restoring the availability of Adult Day services following the pandemic's negative impact on these service settings.

The state is also considering expanding PACE into our region which is another funding model for Adult Day Settings combined with wrap around services and medical care.

Adult Day Service Providers Overlayed on Population 60+ by Zip Code



## **Electronic Monitoring Systems**

Guardian Medical Monitoring, Inc. entered into a sale of ownership with VRI Intermediate Holdings, LLC in May 2022. The ownership change will not impact the nature of the business operations, employees, or staff. Service to COA clients will not be impacted.

## **Modernization of Home Delivered Meals and Congregate Meal Programs**

COA worked with the Livewell Collaborative over the 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. We are now getting prepared to share our findings with our current providers along with other entities that were identified as potential partnerships in our community. We are currently planning a provider summit on 9/30/22 with our current providers along with a larger summit on 10/13/22 to bring current providers, potential community partners, as well as other stakeholders together to discuss how we can utilize what we have learned from working with Livewell Collaborative to update the Home Delivered Meals and Congregate Meal programs.

## **Grocery Delivery Service**

A Request for Qualifications (RFQ) was published on August 26, 2022. We are requesting qualifications, and a cost quote, from our current Title III providers. This will allow an agency to add this service to assist a client with ordering groceries, picking them up to safely deliver to the client's residence, and assist the client in putting them away, if needed. This service would be available in our 5-county region. Contract period will be 10/1/22-9/30/2023. There will be consideration to add this service to the next Title III RFP

## **Senior Farmers Market Nutrition Program**

Applications will be available through Sept 15<sup>th</sup>. Our current list of participating markets: Clinton County Farmers Market and That Guy's Farm. Participants are also able to visit any of the markets in our 5-county area that are approved to accept coupons. The last day for the participants to use the coupon vouchers is 10/31/2022.

## **2022 Provider Monthly Relief Payments**

Due to the downstream effects of the global pandemic on the economy it is necessary to readjust the provider rates. Each of the various services within the Elderly Services provider network has experienced unprecedented increases in expenditures. Rate increases are being provided as monthly relief payments to providers based on the

number of clients served. To determine the percentage of rate increases, COA performed detailed cost analysis for each service. It is unclear if these increases will be temporary or will become the new contracted rates, but at this time these increases will be in effect until 9/30/22.

### 2022 CCESP SCR Schedule (a highlight indicates a change)

CLINTON COUNTY ESP STRUCTURAL COMPLIANCE REVIEW (SCR) SCHEDULE - 2022 (Please find below the list of Clinton County Providers of ESP Services and the Tentative dates for annual review for 2022.)		
Clinton County ESP Providers	Review Type	Review Tentative Date
Active Day of Cincinnati	Annual	Jun-22
Bayley Adult Day	Annual	Sept-22
Clinton County Adult Day Center, Inc.	Annual	Oct-22
Clinton County Community Action Program	Annual	Aug-22
First Community Health Care Services LLC (FCHS, LLC)	Annual	Feb-22/Feb-23
Gabriel's Angels	Annual	Aug-22
Home Care by Black Stone	Annual	Apr-22
Home First	Annual	Jul-22
Katy's Home Health Care	Annual	Aug-22
Oxford Seniors Community Adult Day Service	Annual	Apr-22
People Working Cooperatively	Annual	Apr-22
Senior Deserved Day	Annual	closed

### 2022 Draft Request for Proposal (RFP) Schedule

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

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

The RFP evaluations will have 4 categories:

- **Financial Analysis and Stability:** This will be a Go/No-Go criteria. Proposals that do not demonstrate financial stability will not move forward in the evaluation process.
- **The Organization and Capabilities Overview:** Has the Proposal demonstrated the company's ability to provide and sustain these services? Has the Proposal demonstrated the company's previous commitment to serving the aging population? Does the provider



have a county presence in our county/counties? Proposals demonstrating a county presence will receive additional scoring.

- **Personnel, Staffing and Training:** Has the Proposal demonstrated the company's ability to recruit, hire, train, and retain staff to insure delivery of services? Does the provider demonstrate retention and tenure in leadership positions?

- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

### **Laundry Delivery Service Update**

To address the home care assistance workforce shortage, COA began to utilize laundry delivery service. We are actively pursuing existing laundry providers and encouraging them to expand into Clinton County.

### **Chronic Care Management Pilot Update**

We currently have one client enrolled in the Chronic Care Management (CCM) program. We have had others evaluated for eligibility but could not enroll due to shortage of devices that were needed to do the virtual MD visits. On 8/18/2022 we were informed that there are some devices available. We will be reviewing those that were eligible. We will be holding on submitting the request for devices for now as we are monitoring how the progress with the client we have enrolled.

With the one enrollee, the virtual initial visit with MD was successful. Staff was with the client to assist as needed and to better understand how the virtual visits work. Staff was able to develop goals with the client and provide necessary support to help client attain their goals. The frequent interactions between staff and client are going well.

We did have billable activity for July. COA worked through the process internally and are getting ready to submit for payment. The estimated Medicare payment amount is \$176.00 which is approximately 1 hour 40 minutes of billable time. We will be monitoring the billing we are preparing to submit and will do the necessary follow up actions if payment is not received.

One of the goals with this project is to offset local costs for case management with Medicare funding.

We have been collaborating with other entities doing this work and will be coming together to discuss our findings. Other areas have reported that they have encountered issues with MD not showing up for scheduled visits along with not receiving timely payments. Our current client did have a follow up MD visit scheduled where she didn't get a link to join the call virtually. MD had indicated that he called her about 20 minutes late as he indicated he was running behind. Client was able to confirm that the MD did call but client didn't answer.

### **AddNaide Update**

The Commissioners asked us to hold off on AddNaide implementation until we have more experience and work the bugs out in Warren and Hamilton Counties. Implementation is currently underway in these areas. We will share results and learnings at the meeting in December.

# Clinton County Elderly Services Program Community Engagement Report

September 2022

Council on Aging's Communications Department and the Clinton County ESP care management team work together to raise awareness about the program in the community.

**Goal:** Increase enrollment and awareness in the Clinton County Elderly Services Program

**Strategy:** Build community awareness and support of the program among older adults, caregivers, referral sources and other community stakeholders.

**Tactics:** A mix of targeted marketing and grassroots outreach to include community outreach, networking and advertising.

## Background

In 2017, Council on Aging and the Clinton County Elderly Services Program care management team (many of whom call Clinton County home) began a targeted and aggressive community outreach campaign.

- In 2018, ESP staff in Clinton County conducted nearly 50 outreach activities across the county.
- In 2019, Clinton County ESP staff completed more than 20 community outreach activities, including: events at senior centers in Wilmington, Sabina and Blanchester; presentations to community groups; education events at senior and low-income apartment communities; and networking with other regional businesses, community and social service agencies.
- In-person outreach efforts slowed in 2020 and 2021 due to the COVID-19 pandemic. During this time, ESP staff worked with other community-based organizations to provide food, cleaning supplies and other essentials to older adults who were impacted during the pandemic. Staff also participated in virtual outreach events and activities.
- In-person outreach activities resumed in 2022. Since the beginning of the year, ESP staff have participated in nearly 30 outreach activities and events.
- Combined with targeted advertising in local publications and on social media, outreach efforts have resulted in program growth. Because of this growth, we are now closely monitoring and adjusting all community engagement activities to ensure program enrollment stays within a manageable level.

## 2022 Community Outreach - Events

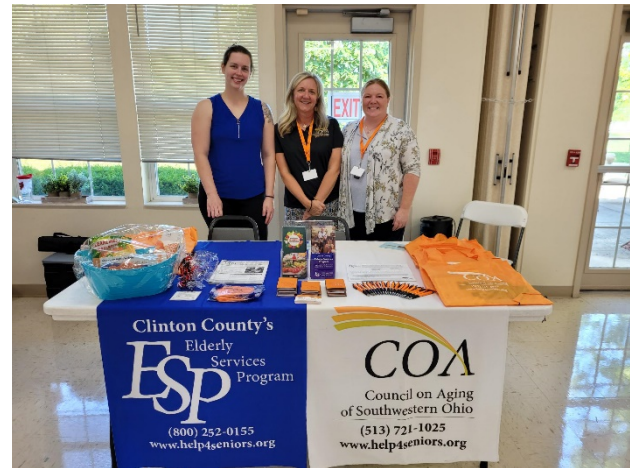
COA and Clinton County ESP care management staff seek out opportunities to educate and raise awareness of the program in Clinton County. In addition, CCESP care managers frequently represent and advocate for the needs of older adults and caregivers at events, presentations and among other county organizations. This is an on-going process. If you have ideas or suggestions, please share them.

Year to date in 2022, Clinton County **ESP staff completed nearly 30 community outreach activities**, including events or meetings at senior apartment buildings and senior centers; health related organizations and doctor's offices; veterans' organizations; libraries and high traffic community

locations; community groups; first responders; churches and faith-based organizations; non-profit organizations and more. **In all, this work amounted to approximately 52 hours of staff time** (not including time spent by COA's communications department to secure advertising placements throughout the year).

**Highlights include activities and outreach with:**

- Meetings at senior apartment buildings
- Cancer Alliance
- Clinton Medical Transport
- Wilmington College
- Vital Fitness
- Clinton Memorial Hospital
- Stromberg Chiropractic
- United Way
- Veteran's Service Commission
- Port William Senior Center
- Active Minds
- Beacon Orthopedic
- Sabina Library
- New Vienna Library
- New Vienna Water Department
- Clinton County Job and Family Services
- Wilmington Library
- Blanchester Library
- Wilmington VA
- New Vienna Community Center
- Community Care Hospice Networking Meeting
- Wilmington College – Occupational Therapy Students
- New Vienna Fire Department
- Hope Emergency Program
- Villar's Chapel
- Autumn Years
- Barr's Pharmacy of Blanchester
- Town Drug Sabina
- Care First Urgency Care
- Community Care Hospice
- Clinton County Chamber of Commerce
- CCCAP Senior Awareness Fair
- Healthy Family Days at Clinton Co. Farmer's Market
- Advertising Partner, Clinton County Fair
- Sponsor, CCCAP Corn Run
- Hospice of Hope
- Blanchester Senior Center
- Wilmington Fire Department



## 2022 Community Outreach – Advertising

### Facebook

COA continues to connect with Clinton County residents via Facebook. A variety of ads run throughout the year on the social network. The ads reach an average of 1,750 people per month in Clinton County, with an average click through rate of 1.7% (industry average is .62%).

### Clinton County Chamber Directory

COA purchased an ad in the 2022 Clinton County Chamber Directory. The ad prominently featured CCESP, including the program’s local phone number.

### Clinton County Fair

COA purchased an ad that was featured in publications for the Clinton County Fair.





**Clinton County's Elderly Services Program**

The Elderly Services Program provides help to keep you safe and independent at home.

- housekeeping and personal care
- emergency response systems
- nutritious meals
- transportation
- support for family caregivers

**Esp** (937) 584-7200  
(800) 252-0155  
help4seniors.org

Council on Aging (COA) is the Area Agency on Aging for Clinton County. COA administers the Elderly Services Program on behalf of Clinton County Commissioners and provides additional programs and services to Clinton County residents at a charge with additional fees.

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**Sick and tired of feeling SICK and TIRED?**

Healthy U can help you better manage chronic conditions such as diabetes, heart disease and pain, even from the comfort of your home.

Older adults and caregivers, join us for **FREE** in-person, online or phone workshops where you'll learn tips for:

- healthy eating
- appropriate use of medications
- exercising to maintain and improve strength and flexibility
- improving communication with family, friends and doctors
- making informed treatment decisions
- dealing with frustration, fatigue and isolation
- disease-related problem-solving
- preventing falls
- setting goals, and more!





Learn more or register for a **FREE** workshop at [help4seniors.org](http://help4seniors.org) or (513) 345-8637.







**Independence at Home**

Clinton County's Elderly Services Program provides help to keep you safe and independent at home.

-  housekeeping & personal care
-  emergency response systems
-  support for family caregivers
-  nutritious meals
-  transportation

Council on Aging (COA) is the Area Agency on Aging for Clinton County. COA administers the Elderly Services Program on behalf of Clinton County Commissioners and provides additional services to county older adults. Information at [help4seniors.org](http://help4seniors.org).

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2333 Rombach Avenue Wilmington, OH 45177 (937) 584-7200

## Other Outreach and Community Awareness

- COA and community partners have been recipients, two years in a row, of the Clinton County Community Champions Award (C4), presented by the Clinton County Chamber of Commerce. In 2021, COA received the award for its leadership in developing a program to bring COVID-19 vaccinations to homebound old adults. In 2020, COA received the award for its comfort meal program, which provided restaurant meals to older adults who were isolated at home due to the pandemic.

## Community Outreach – Materials

- **CCESP Brochure** – the program’s brochure was recently updated to include the local phone number and new office address.
- **2022 Annual Report** – the program’s 2021 annual report was completed in May 2022. The report is distributed throughout the county as staff conduct community outreach. The report details the program’s impact in the county, including number of people served, demographics, services provided and program costs. Client impact stories are also included in the report.



Funding and cost	How do I apply?
<p>The Elderly Services Program is made possible thanks to the generous support of Clinton County taxpayers via a senior services tax levy. Other funding comes from federal and state money, grants, donations and client co-payments.</p> <p>To serve as many people as possible with the tax dollars available, some clients are required to help pay for the cost of their care through a co-payment. Co-payments are set on a sliding scale depending on income and medical expenses.</p> <p>There is no co-payment for FastTrack Home services or home-delivered meals, but donations are welcomed to help provide services to more older adults.</p>	<p>Call <b>(937) 584-7200</b> to speak with a care professional who can answer your questions, explain services and assess your needs.</p> <p>If ESP is right for you, a care manager will schedule an in-home visit to verify your eligibility. You will receive a list of information to have ready before the in-home visit.</p> <p>If you qualify, your care manager will work with you and your family to arrange for the services that best meet your needs.</p>
<p><i>This house - it's nothing beautiful, but I've lived here since I was 26 and I'm 88 now. I'm OK here. I like it. I've got all kinds of help - Meals on Wheels, housekeeping - and real good neighbors.</i></p> <p><b>Glady, Clinton County ESP client</b></p>	<p><b>Clinton County Commissioners</b> 46 S. South Street, Suite 213 2nd Floor Courthouse Wilmington, Ohio 45377 (937) 382-7903</p> <p><b>Wilmington Office</b> 2333 Rombach Avenue Wilmington, Ohio 45377 (located inside the Smith-Felke-Minton Insurance Building) (937) 584-7200</p> <p><b>Main Office</b> 4601 Mainbury Road Blue Ash, Ohio 45242 (513) 721-9025, (800) 252-0155 www.help4seniors.org</p>
<p><small>Clinton County ESP services are funded by a general tax levy. ESP does not suppose care is needed by families and other agencies the necessary assistance can be family or other. ESP requests families to take responsibility to care for family members to the fullest extent possible. ESP does not discriminate on the basis of race, gender, race, color, religion, national social orientation, gender expression or identity, marital or other status.</small></p>	



# Clinton County Home Care Bid Rate Analysis

8/24/2022

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## **Background:**

Home care services which includes homemaking (cleaning, laundry, shopping, etc.), personal care (bathing, dressing, etc.), and companion/respite services was competitively bid. Leading up to the request for proposals, changes were made to the service requirements based on feedback and collaboration with the home care providers. This included several requirement changes that lowered the cost of providing the service such as removing the RN supervisor requirement for providing personal care and decreasing the frequency of supervisor visits.

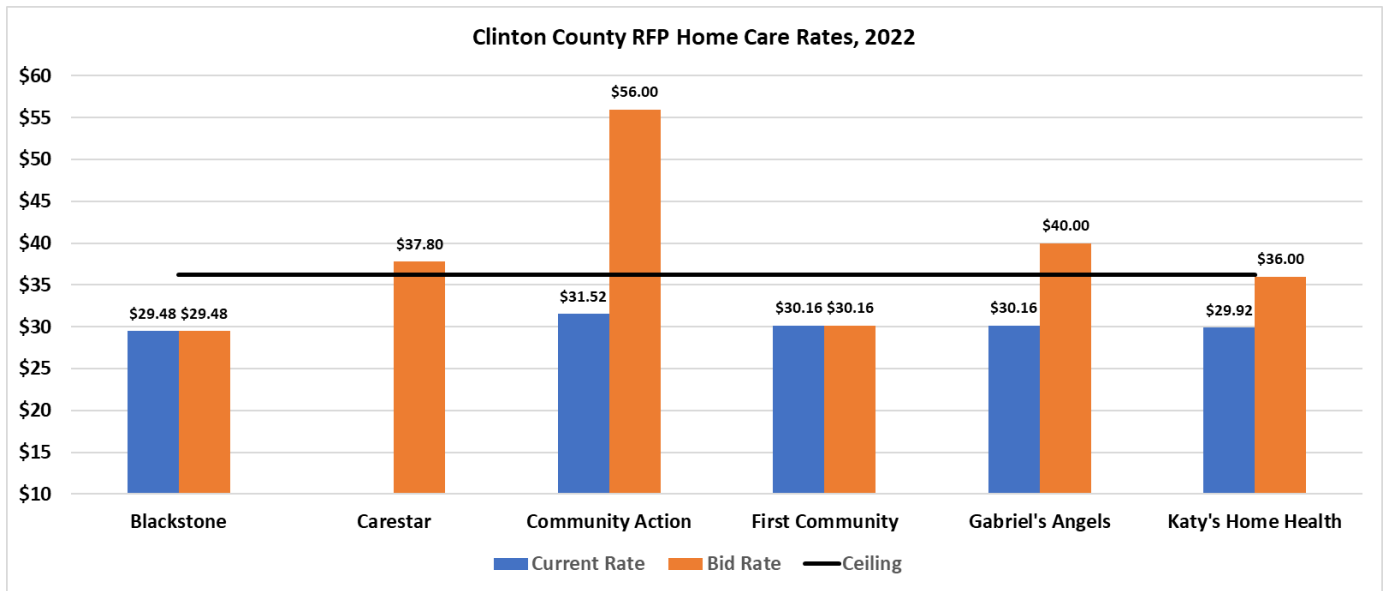
Inflation and staffing shortages has significantly impacted a number of services which led to temporary relief payments for a number of services including home delivered meals and home care. These relief payments will scale back after an RFP process, or we see deflation in the cost of providing these services. Most of these relief payments are offset by Federal ARPA funds that COA has been able to leverage and draw down.

As the bids were coming in, COA discovered that the levy collection increases from the November 2021 issue were going to be effective in 2023 instead of 2022. This generated concerns that the fund balance could be spent down too low by the end of 2022.

## **RFP Results:**

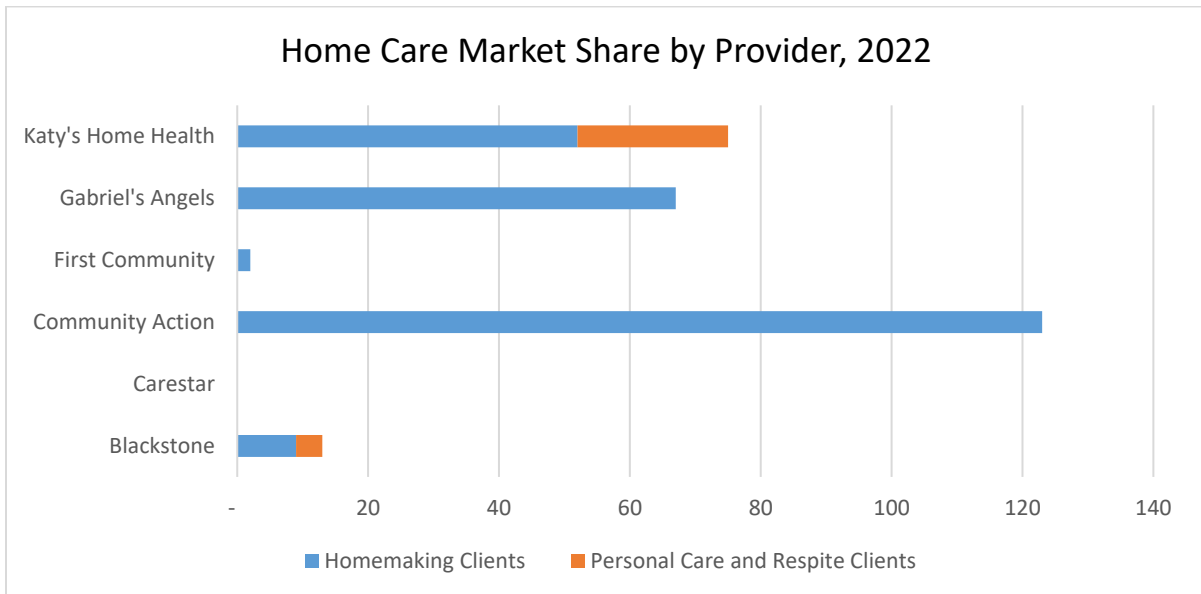
There is no doubt that the cost of delivering services is increasing during this time of inflation and staffing shortages. The range of cost is significantly higher than what we are used to seeing. One provider requested a 78% increase to a rate of \$56 per hour. This increased to \$112 per hour by year 5. Because of the large range, we applied a ceiling rate by throwing out the outliers and ran a standard deviation analysis. This landed on a ceiling rate of \$36.24 in year one with approximately 2% increase each year from year 2-5. The 2% increases were based on the bids that were not significant outliers.





Instead of issuing the new contracted rates as planned in October, we are delaying until January 1, 2023 to align with the increase in levy collections.

Here is the current market share for each provider:



As part of the RFP response, Gabriel's Angels plans to begin providing personal care and respite tasks which is more a more complex higher level of care. Even with the higher rates, some providers are not adding personal care. Katy's Home Care and Gabriel's Angels have been growing and taking more clients over the past two years. It's important to note that Community Action and Blackstone had all of the market share five years ago. The additional providers were recruited by COA to improve service quality, competition, and choice.



# Clinton County Elderly Services Program Levy Projection

## CURRENT COA PROJECTION: Sept 2022

	Year 1 2018 Actual	Year 2 2019 Actual	Year 3 2020 Actual	Year 4 2021 Actual	Year 5 2022 Proj.	Levy Cycle Total
<b>Revenue</b>						
Beginning Fund Balance	839,159	993,167	839,800	466,682	381,629	839,159
Levy Revenue (Cash Basis)	1,248,312	1,241,561	1,252,339	1,244,076	1,244,076	6,230,365
COA Levy Draw	1,094,304	1,365,357	1,625,457	1,329,129	1,451,456	7,021,383
Title III and State Funding (Accrual Basis)	214,499	204,625	170,258	194,050	233,460	1,016,892
Clinton County COVID response			-	48,381		48,381
United Way of Greater Cincy COVID relief			120,000	-		120,000
Client Donations & Co-Pays (Accrual Basis)	29,254	40,875	38,391	35,252	44,998	188,771
Total Revenue to support ESP	1,338,058	1,610,858	1,954,106	1,606,812	1,729,914	8,395,427
<b>Total Available Revenue (incl. previous year carryover)</b>	<b>2,331,225</b>	<b>2,480,229</b>	<b>2,420,788</b>	<b>1,988,441</b>	<b>1,904,163</b>	<b>8,443,568</b>
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	922,899	1,164,261	1,460,015	1,227,619	1,297,263	6,072,058
FTH Provider Services	29,344	18,998	15,040	9,313	6,007	78,702
Information & Assistance (Accrual Basis)	6,081	1,779	2,802	2,449	4,000	17,111
Care Management (Accrual Basis)	262,757	264,631	281,682	222,747	260,971	1,292,788
FTH Care Management	32,369	59,330	64,042	44,924	52,287	252,953
Program Management (Accrual Basis)	84,608	101,858	117,824	99,760	109,386	513,435
<b>Total COA Operational Expenditures</b>	<b>1,338,058</b>	<b>1,610,858</b>	<b>1,941,406</b>	<b>1,606,812</b>	<b>1,729,914</b>	<b>8,227,047</b>
<b>Federal Transportation Match/Senior Center HVAC</b>		<b>29,571</b>	<b>12,700</b>	-	-	<b>42,271</b>
<b>Estimated Minimum Fund Balance (-1 STD DEV)</b>	-	-	-	-	-	
<b>Actual &amp; Estimated Median Fund Balance</b>	993,167	839,800	466,682	381,629	174,250	174,250
<b>Estimated Maximum Fund Balance (+1 STD DEV)</b>	-	-	-	-	-	
<b>Year Ending Client Census</b>	<b>416</b>	<b>442</b>	<b>443</b>	<b>404</b>	<b>429</b>	

### Assumptions:

**Census:** at 8/31/2022 was 414 traditional and 7 FTH;

### Revenues:

**Levy Tax Collections:** 2022 collection is estimated to be \$1.24M, based on 2021 actuals updated on 3/4/22 per the Clinton Co Auditor's Office

**Title III revenue** in 2022 includes additional funding such as Supplemental TIII C2 and ARPA funds

### Program Costs:

**Case Management** Cost reflects a staff of 4 FTE; with a deduction/credit from COA from some other sources of revenue to keep cost down, and the fund balance manageable.

**Provider Services Cost** have seen inflation driven rate increases in Homemaking - 8% increase in May 2022 and Home Delivered Meals - 35% increase in May 2022; Also increased Consumer Directed Care - 20% increase in July 2022 because of growth in the category (due to staffing shortages) and changes in the process. **The Home Care bid rates will be effective 1/1/2023 rather than 4th quarter 2022 as originally planned.**

Additional Expense of \$50,000 for Senior Center was removed for 2022.

# Clinton County Elderly Services Program Levy Projection

## CURRENT COA PROJECTION: Sept 2022

	Year 1 2023 Est.	Year 2 2024 Est.	Year 3 2025 Est.	Year 4 2026 Est.	Year 5 2027 Est.	Levy Cycle Total
<b>Revenue</b>						
Beginning Fund Balance	174,250	392,154	393,318	290,323	190,472	174,250
Levy Revenue (Cash Basis)	1,959,590	1,959,590	1,959,590	1,959,590	1,959,590	9,797,950
COA Levy Draw	1,741,686	1,958,426	2,062,585	2,059,441	2,089,700	9,911,837
Title III and State Funding (Accrual Basis)	297,811	170,231	170,231	170,231	170,231	978,735
Client Donations & Co-Pays (Accrual Basis)	46,930	48,259	49,694	47,956	44,452	237,291
Total Revenue to support ESP	2,086,428	2,176,916	2,282,510	2,277,628	2,304,382	11,127,863
<b>Total Available Revenue (incl. previous year carryover)</b>	<b>2,478,581</b>	<b>2,570,234</b>	<b>2,572,832</b>	<b>2,468,100</b>	<b>2,364,745</b>	<b>11,188,226</b>
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	1,495,566	1,561,482	1,641,028	1,615,909	1,619,511	7,933,495
FTH Provider Services	8,205	8,570	8,777	8,958	9,137	43,647
Information & Assistance (Accrual Basis)	4,120	4,243	4,370	4,502	4,637	21,872
Care Management (Accrual Basis)	347,341	364,286	381,890	400,400	419,839	1,913,755
FTH Care Management	53,856	55,472	57,136	58,850	60,615	285,929
Senior Center Funding	50,000	50,000	50,000	50,000	50,000	250,000
Program Management (Accrual Basis)	127,341	132,863	139,308	139,010	140,643	679,165
<b>Total COA Operational Expenditures</b>	<b>2,086,428</b>	<b>2,176,916</b>	<b>2,282,510</b>	<b>2,277,628</b>	<b>2,304,382</b>	<b>11,127,863</b>
<b>Senior Center Funding</b>	-	-	-	-	-	-
<b>Estimated Minimum Fund Balance (-1 STD DEV)</b>	-	-	-	-	-	-
<b>Actual &amp; Estimated Median Fund Balance</b>	<b>392,154</b>	<b>393,318</b>	<b>290,323</b>	<b>190,472</b>	<b>60,363</b>	<b>60,363</b>
<b>Estimated Maximum Fund Balance (+1 STD DEV)</b>	-	-	-	-	-	-
<b>Year Ending Client Census</b>	<b>441</b>	<b>453</b>	<b>466</b>	<b>429</b>	<b>404</b>	

### Assumptions:

**Census:** Based on population and market penetration estimates. A waiting list is estimated to begin during 2026.

### Revenues:

**Levy Tax Collections:** 2023 - 2027 yearly collection is estimated to be \$1.96 M, based on auditor estimates when the levy increase that was passed in 2021. Actual collection amounts to be verified.

**Title III revenue** in 2023 includes additional ARPA funds

### Program Costs:

**Provider Services Cost** have seen inflation driven rate increases in Homemaking - 8% increase in Sept 2022 and Home Delivered Meals - 35% increase in Sept 2022; Also increased Consumer Directed Care - 20% increase in July 2022 due to replacing Acumen with Palco. These increases are reflected in 2023 costs. HCA costs for the current RFP will be in effect starting Jan 2023; the bids were capped at 1 STD of the non-outlier bidders, and annual increases in Oct are 2%, based on average for same bidders; **We expect the prices for HDM to come down in 2024, and have reduced the cost down by 20%**

A yearly amount of \$50,000 for Senior Center was added for this cycle, and the service will be administered by COA in collaboration with the Advisory Council

**Draft Budget Highlights  
For the Clinton County Elderly Services Program  
For the Program Year January 1, 2023 – December 31, 2023**

**Client Census:**

- Program year 2022 – is projected to end the year with approximately 429 in combined ESP and FastTrack Home clients being served monthly. This represents a net growth of 30 clients (or 7%) for the year.
- Program year 2023 – is projected to increase to 441 clients. This is an Increase of 12 clients (2.8%). This projection is based on population growth at a 39.3% market penetration rate.

**Tax Levy Revenue:**

- The amount of Tax levy money needed in 2023 is \$1.8 million, which is an increase of \$391,891 or 27% when compared to the 2022 projected spending.

**Client Co-payment and Donations:**

- are projected to be \$46,927 in 2023 which is an increase from our current projected amount of \$44,996 for 2022. Donations are collected for home delivered meals. They are projected to be \$3 in 2023. This is a slight change from the projected amount of \$2 from 2022.

**Title III and State Funding:**

- Traditional Title III and Alzheimer's funding are expected to go back to original award amounts. We are expecting funding of \$127,580 from ARPA in 2023, which will increase our total funding in this area to \$297,811.

**Provider Services:**

- We are projecting a growth of 26.7% in this category when compared to current spending projections. The driver behind this growth is inflation. We are seeing an increase in food prices, and we have seen an increase in labor cost for our homecare workers as referenced in the recent home care RFP. These increases are forcing the cost up in our two biggest service areas- home care and home delivered meals.

**Intake & Assessment:**

- Clinton County intake is leveraging COA's ability to offset the cost of intake service to benefit the county. State and Federal funding sources are charged prior to the use of levy funds for intake functions. Levy funding is payer of last resort.

**Care Management:**

- The Care Management budget is based on a growing census and the need for 4 positions. We had some one-time Federal and State sources of funding during 2022 to offset some of the Care Management expenses.

**Senior Center Funding:**

- This is funding set-aside for one-time investments in senior center needs as discussed with the Advisory Council.

**COA Administration:**

- Budget amount is based on a 6.5% rate of the combined services of intake, case management, and provider services. This is a reduction from 6.75% in 2022.

**Clinton County Elderly Services Program**  
**Draft - Budget**  
**January 1, 2023 - December 31, 2023**

	<b>Total 2023 Proposed Budget</b>	<b>2022 Budget</b>	<b>2022 Projected</b>	<b>% Change</b>	
				<b>2023 Budget to 2022 Projected</b>	<b>2023 Budget to 2022 Budget</b>
<b>Revenue</b>					
<b>Clinton County Levy</b>					
Levy Appropriations	\$ 1,843,347	\$ 1,834,715	\$ 1,451,457	27.0%	0.5%
<b>Total County Levy Funding</b>	<b>1,843,347</b>	<b>1,834,715</b>	<b>1,451,457</b>	<b>27.0%</b>	<b>0.5%</b>
Client Co-Payment	46,927	30,891	44,996	4.3%	51.9%
Client Donations	3	215	2	100.0%	-98.6%
Rapid Response			-		
Title III and State Funding	297,811	107,231	233,460	27.6%	177.7%
<b>Total Revenue</b>	<b>\$ 2,188,088</b>	<b>\$ 1,973,052</b>	<b>\$ 1,729,914</b>	<b>26.5%</b>	<b>10.9%</b>
<b>Expenses</b>					
<b>Client Services</b>					
Intake & Assessment	4,326	2,759	4,000	8.2%	56.8%
Fast Track Case Management	56,549	56,776	52,287	8.2%	-0.4%
Case Management	364,708	239,441	260,971	39.8%	52.3%
Provider Services	1,578,960	1,549,316	1,303,270	21.2%	1.9%
Senior Center Funding	50,000				
<b>Total Client Services</b>	<b>2,054,543</b>	<b>1,848,292</b>	<b>1,620,528</b>	<b>26.8%</b>	<b>11.2%</b>
<b>COA Administration</b>	<b>133,545</b>	<b>124,760</b>	<b>109,386</b>	<b>22.1%</b>	<b>7.0%</b>
<b>Total Expenses</b>	<b>\$ 2,188,088</b>	<b>\$ 1,973,052</b>	<b>\$ 1,729,914</b>	<b>26.5%</b>	<b>10.9%</b>

<p><b>Average Daily Census for 2023 is projected to increase of 3% from 2022 year end Projections</b>  <b>Inflation is causing a higher than normal increase to the cost of Provider Services</b>  <b>In the 2023 Budget, we are including a 5% contingency</b></p>
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