

AGENDA

HCESP Advisory Council Meeting

September 22, 2022, at 2:00 pm – 3:30 pm
COA, Board Room, 4601 Malsbary Road, Blue Ash, OH 45242

<https://councilonaging.webex.com/councilonaging/j.php?MTID=m8bc977879db9395ad8d1ca4fdcf306c1>

Meeting number: 2338 650 8661

Password: N26ppFTg7ak

Join by phone

1-844-621-3956 United States Toll Free

+1-415-655-0001 US Toll

Access code: 233 865 08661

CALL TO ORDER / WELCOME NEW MEMBERS	Matt Worth
APPROVAL OF MINUTES ❖ June 23, 2022, Minutes (Action Needed)	Matt Worth
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report	Ken Wilson & Carl McCullough Ken Wilson
OLD BUSINESS ❖ Utility and Home Mod Program Update ❖ Area Plan ❖ Levy Update ❖ Advisory Council Meeting Feedback Survey Results	Ken Wilson Ken Wilson Stephanie Seyfried Matt Worth
NEW BUSINESS ❖ FY 2023 Draft Budget Review (Action Needed)	Carl McCullough
HEARING THE PUBLIC	Matt Worth
ADJOURNMENT	Matt Worth

NEXT MEETING

December 1, 2022

MINUTES
HCESP ADVISORY COUNCIL MEETING
THURSDAY, JUNE 23, 2022 @ 2:00 P.M.

ATTENDANCE

Members Present: Viola Brown Janice Hunter Dimity Orlet Diane Slovin Rose Stertz, Chair Susan Van Amerongen Matthew Worth	COA Staff: Suzanne Burke Judy Eschmann Kate Laubenthal Carl McCullough Lisa Portune Anne Sells Stephanie Seyfried	Guests:
Excused:	Facilitator: Rose Stertz	Scribe: Heather Junker
Absent: Lavina Bryant		

CALL TO ORDER / INTRODUCTIONS

The June 23, 2022, meeting of the HCESP Advisory Council was called to order by Rose Stertz, Chair at 2:02 p.m. New members were welcomed, and introductions were made. The meeting was hybrid with some members in person, and others joining on-line.

APPROVAL OF MINUTES

Rose Stertz called for a motion to approve the March 24, 2022, Hamilton County Elderly Services Program (HCESP) Advisory Council minutes as presented.

- Motion:** Matthew Worth made the motion to approve the minutes.
Second: Janice Hunter seconded the motion.
Action: The March 24, 2022, minutes were approved unanimously

QUARTERLY REPORTS

Program Dashboard and Financial Report

Stephanie reviewed the Program Dashboard for January through March. There were three new short-term clients for the emergency COOP meals and there were five disenrollments. In quarter one, there were 5,277 clients enrolled onto the ESP program which is a dip from quarter four. Fast Track Home had 126 clients enrolled which was an increase from quarter four. On the ESP side, we're seeing clients that only need Home Care Assistance and are deciding not to enroll which speaks to the aide shortage. The number one reason for disenrollment was deceased followed by needs otherwise met.

The average cost per client per month dropped to \$339.18. Top services were home delivered meals, home care assistance, electronic monitoring systems, and consumer directed care. Home Care Assistance did drop due to the aide shortage. Rose asked how client's needs are being met if they aren't able to find an aide. Stephanie explained that later in the agenda we will talk about innovative projects to help meet the need. Suzanne added that the clients are going without if there isn't an aide available. Rose asked to clarify that the client may already be on the program and that service has just gone away. Stephanie advised that yes or they are waiting. Kate added they may also be relying on friends and family in the meantime who are already taxed. Rose stated we may not be able to take new clients then so we're losing some of this. Suzanne explained that we can take new for certain services such as meals. Whatever they can get that's not in the shortage area. Kate added that we're also looking at other resources we can pair them with although the aide shortage is universal.

Stephanie discussed the dollars paid by service group. There's the dip in home care assistance which we've addressed, home delivered meals stayed steady as did home medical equipment. We did have a decrease in medical transportation. There were a lot of trip cancellations in January which is what caused the drop. We did have an increase in non-medical transportation.

Fast Track Home had 192 new enrollments and 189 disenrollments with 68 individuals transitioning over to ESP. Top referral sources were Mercy Hospital, the TriHealth Network and skilled nursing facilities. Dimity asked how long the Fast Track Home Program has been around. Stephanie advised we launched the program in Hamilton County in 2018. Dimity stated it's still fairly new then. Stephanie stated we are building on an existing network, doing some education with the hospital systems because we know there is sometimes a lot of changes in staffing. We've really been working to get the word out and let them know that Fast Track Home is here. Suzanne added that its origins go back to 2012 when we got federal funding to run a Care Transitions Program. That program was time limited for five years. You stayed in if you were a performer for the entire five years. COA was one of the first to get approved and the last to stay in. That funding was by CMS and was always intended to be a demonstration project. So, when that terminated, we moved the program to a combination of our federal funds and the levy funds because we were already present in most of the hospitals systems in Hamilton County. The average length of stay on the program was 55 days which is under the benchmark of 60 days. Home delivered meals stayed the same, home care assistance dropped, home modifications increased, and medical transportation stayed the same.

The average number of days between the intake call and enrollment increased by two days to 16. There were 2,368 individuals who needed home care assistance with around 450 of those on a waiting list to be matched with a provider. It took an average of 30 days for individuals to be matched with a provider.

Stephanie reviewed the satisfaction survey results. Rose asked if the same clients are surveyed each time. Kate explained every client is asked the same questions annually during their reassessment visit. Viola asked if the seniors themselves answered the question in regard to having good meal choice for home delivered meals. Stephanie explained that yes, these results are from clients directly. Viola discussed her experience with seeing that many seniors throw away their meals. Stephanie asked if she had a sense of why they're throwing them away. Viola explained that some of it is meal choice and she's learned that seniors do better when meals are brought in hot. Janice stated there is a matter of practicality there. It's set up the way it's set up because of staffing and food. Suzanne added that in the past, the model was a senior center prepared a hot meal and it was delivered, but clients didn't have a choice in meal. Seniors wanted choice and there's really no way to deliver choice of hot meals daily. The Comfort Meal Program that we started when the pandemic hit was funded using federal dollars that

came without the traditional rules. The traditional rules around food are things that yield it to be less than flavorful. Janice stated that the thing that comes to her mind is if the individual can't even heat a meal in a microwave, are they in the right care setting. Viola explained that it's not that they can't heat the meal, it's just their mindset. Lisa added that later in the agenda, she will talk about something that we're doing to try to modernize home delivered and congregate meals. Suzanne stated that hot meal delivery is still an option, but the client will still have less choice.

Matt asked if we've been recruiting for new providers and have we been successful since the Advisory Council's vote to allow COA to recruit without a competitive bid. Lisa explained that we are actively trying to bring on new providers- especially in the home care area. It's difficult when the rate is where it is, and they have more work than workers. Matt asked if it the ability to do that without competitive bid helping at all. Lisa advised that it is because we can bring someone on without them having to bid. Once they come on and we do put out an RFP the next cycle, they're ready to go with it. Matt then asked why non-medical transportation was more than double. Kate explained it was due to overpayment in quarter three and four for medical transportation which was then taken out and accounted for in quarter one. Then in quarter one, there was overpayment in non-medical transportation. We'll see these numbers drop again in the next quarter.

Carl reviewed the Financial Report. If we look at the amount of spending from the levy through the 1st quarter, we will need \$23.3 million dollars from tax levy appropriations. When you compare this to the budgeted amount of \$25.9 million, we are \$2.6 million under budget for the year. We are also receiving about \$2.1 million 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 1st quarter is \$25.4 million. When you compare this to the budget, which is 27.5 million, the program is projected to be under budget by \$2.1 million.

If we look only at purchase services, you will see that we are projecting to spend \$17.5 million in the services listed above. If you compare this to the budgeted amount of \$19.8 million, you will see that we are under budget by \$2.3 million.

Starting in the month of May we 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 Home Care Assistance. This program is still having challenges as we have already discussed. The program itself is running about \$1 million under budget.

Our current census is projected to end with 5,428 clients, which is a decrease of 692 clients as compared the budget.

Matt stated that we overall we are \$2 million under budget and Carl mentioned the rate increases. He asked if those increases are included in the annual budget. Carl explained that they are and spending for the next three quarters is in there. Matt asked if we needed to throw more money at the problem if we have it. Carl advised we are trying to take a different look at it as in is there another program we can

offer that is available to help assist the need. We may not be able to help someone with bathing, but we might be able to help with laundry. Susan asked what Consumer Directed Care is. Suzanne explained this is a program where the client acts as the employer and they are able to hire a neighbor, for example, as opposed to getting their services through an agency. Susan then asked if that aide is then paid by COA to which Suzanne advised that they are.

Provider Network Report

Lisa reviewed the Provider Network Report. Palco is our new Financial Management System provider for the Consumer Directed Care program. That transition is underway, and clients should be fully transitioned by the end of the month.

All Adult Day facilities are open although they have not reached pre-pandemic numbers. Northwest ADS is under new ownership and received their onsite review on March 3rd. They also moved into a new building which is in full compliance with the ESP requirements. Clients began attending that location on June 2nd. Senior Deserved Day submitted their official notification that they will be permanently closing.

We have added two additional transportation providers since the last report. Agencies seeking to contract with Home52 are having difficulty recruiting drivers which has prolonged the pre-certification process.

There are two providers that cover the Independent Living Assistance: Meals on Wheels of Southwestern Ohio & Northern Kentucky and Warming Hearts. Meals on Wheels was an existing provider. Warming Hearts is a new provider and we have placed them on a provisional contract which allows us to provide closer monitoring and education.

Applications for the Senior Farmer's Market became available as of April 1st and can be found on the COA website. These will be accepted through September 15th or until the coupons run out- whichever comes first. Participants can use their coupons at any participating Farmers Markets in the region.

The Comfort Meal Program has provided over 200,000 meals to individuals to date and there have been 42,000 meals provided so far in 2022.

We are developing an alternative meal option as a pilot with 55North and Meals on Wheels. This pilot will operate similar to how a college student has a swipe card to get food off campus. We will contract with various restaurants and clients will be given a swipe card. Our dieticians will work with the restaurants on a menu that is specific to this program. The clients can go in and order a meal and eat with their family or friends. This will increase socialization and decrease social isolation. Clients will also be able to receive this meal at a congregate meal site.

We are working on a Grocery Delivery RFQ that will be published later this month.

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 clients receiving the meals are some of the groups that are participating in the project.

The 3G upgrades for Electronic Monitoring Systems have all been upgraded.

We are on track for the Structural Compliance Reviews.

The RFP schedule includes catering, minor home modifications, and Independent Living Assistance which already went out and has been awarded.

Lisa reviewed the rate increases and inflation (please see handout in packet). Due to the global downstream of the pandemic, the economy has taken a hit. We took the information our providers were giving us. They let us know they were having great difficulty paying for the increase costs of food, transportation, and keeping their staff. We have done a deep dive into that and are offering relief payments. These payments will be in effect through the end of September. We have tapped into the federal ARPA dollars to offset some of these increases.

Rose asked if the rate increases already went into effect to which Lisa advised that they have. Dimity asked, that in respect to home care assistance and the calculation of the increase related to the difficulty recruiting workers, if there was any requirement for a certain amount of that to go directly to the workers. Lisa explained we sent out a survey to our home care providers and asked how they would use additional funding if they were to receive it. At the end of September, we will send out another survey to find out how they did use it. The answers we received were varied. Most went towards recruitment, training, some providers were going to provide gas cards to the aides, and some were going to give it directly to the aide as a bonus. Dimity asked if there will be any reporting requirements on that. Lisa advised we did not attach a reporting requirement to this. Janice asked if the home health providers pay the aides mileage. Stephanie advised they do not. Suzanne added that we've been looking at different options for home care for years. In the Warren County ESP program, we enacted a \$2 an hour increase for home care aides. Providers were required to give that directly to the aides to see if it made a difference in utilization and it didn't Have the desired impact.

Provider Quality Report- Semiannual

Lisa gave an overview of the Provider Quality Report (please see handout in packet). For Adult Day Services, Bayley holds the market share. Consumer Directed Care is seeing a steady increase in clients using that program. Electronic Monitoring Systems with Guardian served 2,279 clients. A Miracle Home Care holds the market share for home care assistance, and a total of 2,217 clients used the service. For Home Delivered Meals, Meals on Wheels has the market share and a total of 2,263 clients used the service. Bernen's holds the market share for home medical equipment, and a total of 199 clients used the service. There are two that lead the market share with Home Modifications and that is Home First and Stateline Medical Equipment. Meals on Wheels holds the market share for Independent Living Assistance. Home First holds the market share with major house cleaning and they served nine clients. All gone Termite & Pest Control holds the market share for Pest Control. Home52 transportation has provided rides to 661 clients.

Lisa reviewed the satisfaction scores. When a provider has lower scores, COA reaches out to the providers, has meetings with them, and talks about what the barriers are. Rose asked that with Eastern Personnel Services having such a low rating, have we thought about disengaging with them. Lisa explained we would put them on a performance plan if their performance and scores do not come up. Matt asked if Home52 was the only provider to provide transportation. Judy explained that is correct

and we sub-contract with 14 other agencies to provide the transportation through Home52. Suzanne added that Home52 is a subsidiary of COA. We are doing the transportation coordination. Matt then asked if COA could create a subsidiary for home health care. Suzanne informed that she will discuss the home health aide app later in the agenda which won't be a subsidiary, but rather a system we'll be making available to help.

OLD BUSINESS

Levy Update

Suzanne gave a levy update. The senior services tax levy is on the ballot in the fall for renewal. Hamilton County has a very extensive review process. They have a tax levy Review Committee which is comprised of citizens in the county who the commissioners appoint to review the tax levy and the operators of the tax levy. That's a very comprehensive process. That committee is also given \$100,000 per agency to hire a consultant to evaluate how well the agency is administering the tax levy. The consultant this year was an accounting firm, and their focus was entirely on numbers. This ended up being a frustration to the TLRC because they weren't getting the data as well as not getting an overview. One of the issues that emerged because there was a gap in information was that we have a significant fund balance that has developed over the five years because of things like the underspending in home care. One of the TLRC members felt we needed to roll back the levy. We gave a presentation on why the fund balance was more than anticipated to them in a matter of days.

The fund balance was because of a few reasons. When we sized the levy back in 2015, 59% of the clients were getting home care services. Home care is a cost driver. Now, it's at 36% due to the lack of workers. When the revenues are projected at the time the levy is formulated, it's done by the county auditor. When we went back and reconciled what the auditor said would be generated over the five years versus what's actually been generated, he was conservative by \$5 million plus. When the pandemic occurred, all of this federal money came in. This is a good thing because the levy is the payor of last resort. We were able to lower the levy expense by \$4 million because of those federal funds. We were able to review all of this with the TLRC. We explained what we're trying to do with the AddnAide app as well as some of the other things that we're doing. Our recommendation was just presented from the sub-committee of the TLRC to the larger TLRC group and they are recommending the renewal. They were very complimentary of us as stewards of the monies and the way the program is run. The consultant report came through ultimately saying that as well. This recommendation goes to the Board of County Commissioners next Tuesday for them to review.

In the last cycle, the county created several new programs using some of the funds and they underspent in their programs as well. One issue that did come up is that the county has navigation program with CareStar where they pay them to do navigation which is a duplication of our front door. Initially when CareStar gave their presentation, the TLRC said this seems like what COA does in their call center. The consultant also concluded that. So, their recommendation was that they do not fund that duplication. In the last levy cycle, the TLRC recommended University Hospital for the increase and not us. We did a lot of advocacy with seniors because the senior money was dropping over 12 years. The commissioners ended up giving the increase to the senior services levy. At the time when different agencies would go before the committee and commissioners talking about service needs, they told University Hospital there needs to be more patient navigation services. When we got the increase, every need that was brought out got moved to our levy whether it made sense or not. There wasn't any discussion then if

this was a duplication. We are fully advocating for it not to be funded because it is a duplication. There are so many other senior needs that could be funded instead.

Home52 Transportation Update

Judy gave an update on Home52 Transportation. For the first year of the program (May 1, 2021-April 30, 2021) we have served 1,080 unduplicated individuals and have taken 78,789 phone calls. From January 1, 2022, to May 31, 2022, we've served 833 unduplicated individuals and taken 45,176 phone calls. There are multiple phone queue options for individuals calling in and call volume is the highest on Mondays and lowest on Fridays. We coordinated 32,483 one-way trips in the first year and 16,906 one-way trips for 2022. There are 14 transportation providers contracted to provide Home52 transportation. Feedback from individuals who have used the service has been positive overall. Suzanne added that it used to be that a three day notice was required to schedule transportation. So, if someone woke up ill, they couldn't get a ride and that's why we went to coordinating same day transportation.

Transportation Conditions of Participation and Service Specification Changes:

Lisa reviewed the Transportation Conditions of Participation and Service Specification changes (please see handouts in packet). Most everything in both documents is the same. Both have been cleaned up, re-arranged, and shortened for clarity purposes. We will be adding the exact numbers to the criminal records check tier of references for the exclusions on what would keep someone from being able to drive. Susan asked if it's policy to make changes to these every so many years. Lisa explained that no matter what changes are made, even formatting changes, we bring it to the Advisory Council for approval. Suzanne added that when we're getting ready to bid, these are given a thorough review in advance of that bid. Rose asked if this is reported with Hamilton County anywhere or is it just an internal document. Suzanne explained that Hamilton County gets the bid specs.

Rose asked for a motion to approve the Transportation Conditions of Participation and Service Specification Changes.

Motion: Dimity Orlet made a motion to approve the Transportation Conditions of Participation and Service Specification Changes.

Second: Janice Hunter seconded the motion.

Action: The Transportation Conditions of Participation and Service Specification Changes were unanimously approved.

Diane asked about the Tier 4 section five year exclusionary period on the service specifications and the abortion issue. Judy advised these are from the Ohio Revised codes. Matt explained that the way he's interpreting it is that this is a list of offenses that if they come up on a background check within the last five years, they are not an applicant we can consider. Matt looked up the specific code around unlawful abortion and stated he will send it out to Diane as it's very lengthy. Rose asked if that changes Diane's vote on the service specifications. Diane explained that it did not, but she wants to know what unlawful means considering our times and if we have the flexibility to exclude certain pieces of the Ohio Revised code in this document for our purposes. Rose advised we do not have the flexibility to exclude anything. Suzanne added that technically, not that COA would recommend it, we could probably say that ESP Advisory Council could make changes to these if they wanted. We do have Medicaid programs that also run off these specs and it would be difficult for us to administer.

Utility and Home Repair Assistance Program

Stephanie gave an overview of the Utility and Home Repair Assistance Program. This was launched in mid-April. We report out weekly to the county commissioners on the number of applications, how many credits are applied, and the dollars spent. Through June 17th, cumulative data for the Utility Assistance Program is 139 applications pending, 410 credits applied, and 15 applications denied either due to over income or age. Total program costs for utility, which is Duke Energy or Greater Cincinnati Waterworks, is \$131,800. For the Home Repair Assistance Program, there are 132 jobs pending as we are waiting on quotes from contractors to move forward with them. There have been 113 repairs applied and have denied seven, which is a combination of over income and out of scope of the program. For example, we've received a lot of requests for roof repair and that is not something we cover. Total program costs for the home repair is \$250,255. Total for both programs is right around \$382,000 as of June 17th. Rose asked if those who are denied the utility assistance, are we referring them to other resources. Stephanie advised that we are, and she knows a lot of HEAP applications are going out as well.

NEW BUSINESS

AddnAide Home Health Care App Update

Suzanne gave an updated on the AddnAide Home Health Care App. In 2019, COA started working with LiveWell on how to bring more people to the workforce. Over the past couple of years, they've done focus groups which led to scheduling being a big concern. Ultimately, we arrived at creating and developing an app where the aides would be able to do their own scheduling. We are focused on the Consumer Directed Care program because we already have independent aides there. It's never been our goal to take away aides from the home care agencies. That could be a byproduct of this if it's wildly successful for many reasons. One, it will address their scheduling issues. Two, they will get a higher wage because of no agency involvement.

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. With this app, an aide will be able to see what clients are out there, the time service is needed and what services they may need. Susan asked if COA would be bonding these people. Suzanne explained that they get a background check just like any other agency would be required to do. This app has been an investment from COA using our discretionary funds because of our mission to help keep people independent in their homes.

Kate explained we are engaging with Veer Marketing firm to try to build this workforce. Veer will be working on newspaper ads and targeted social media marketing. 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. The marketing campaign will be ramping up in mid-July. Right now, the case managers are working on identifying clients who would be a good fit for this service primarily those on our HCA waiting list.

Suzanne added that she thinks there is huge opportunity in splitting up services up like grocery shopping. Once the app is rolled out and successful, our vision is to license it to others and pay ourselves back that way. We have a lot of interest from others who want to buy it already. Rose asked if COA owned it and developed it. Suzanne informed that we own it and in conjunction with LiveWell, we developed it. Dimity asked what educating the client looks like. Kate segued into reviewing the Consumer Directed Care Service Specifications to answer that question.

Consumer Directed Care Service Specification Changes:

Kate explained that the case manager is having the conversation with the client (or their auth rep) that they are the employer. They are responsible for finding the aide as well as performance management including disciplinary issues, and termination if necessary. We don't have a training requirement for the app, but everyone has a robust background check. If someone is stating they are a nurse, it's up to client to verify credentials. Susan asked how the aides are paid. Kate explained they are paid through the app and right now the maximum is \$15 an hour. The software tracks the aide, and they use it to clock in and out. Our Fiscal Management Company, Palco, facilitates payments through the app.

Dimity asked if COA sets the cap in pay. Suzanne advised we do. Dimity then asked if COA is involved with setting the pay rates in the home care agencies. Kate explained that it's up to the employer to set the rates. We give them a range and we let the employer decide how much that aide will get paid. Suzanne added that the \$15 is what COA will pay and if the employer wanted to negotiate paying the aide more, they would have to cover that difference. She also advised that we could do a demo of the app at a future meeting. Matt asked if we were going to license this out to the existing home care agencies. Suzanne stated that we have told them we are willing to discuss that type of partnership. Matt expressed his excitement and Janice expressed her reservations in regard to quality of care and the training for these individuals going into the home. Kate explained that we are partnering with Mercy Neighborhood Ministries to provide aide training. This just isn't ready for go live.

Rose asked for a motion to approve the Consumer Directed Care Service Specification Changes.

Motion: Matthew Worth made a motion to approve the Consumer Directed Care Service Specification Changes.

Second: Viola Brown seconded the motion.

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

Laundry Delivery Service Specification Changes

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. United Way dollars are being used to fund this pilot. 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 a week. Clients have been really happy with the service and needs are being met.

Rose asked for a motion to approve the Laundry Delivery Service Specification Changes.

Motion: Janice Hunter made a motion to approve the Laundry Delivery Service Specification Changes.

Second: Diane Slovin seconded the motion.

Action: The Laundry Delivery Service Specification Changes 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. Rose asked for Anne to explain for the new members where this is distributed and who receives this. Anne explained that we do have a mailing list that includes many constituents in our county including county government, providers, etc. This is also available on our website.

Area Plan

Suzanne advised that in the interest of time, this item will be deferred to the next meeting.

Advisory Council Meeting Feedback Survey Results

Rose suggested that we defer this to the next meeting in the interest of time as well.

HEARING THE PUBLIC

No individuals from the public requested to speak.

ADJOURNMENT

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

Motion: Matthew Worth made a motion to adjourn the meeting.

Second: Janice Hunter seconded the motion.

Action: It was unanimously agreed to adjourn the meeting at 4:29 p.m.

NEXT MEETING

September 23, 2022



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



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

Highlighted Findings

1. Traditional ESP Census Trends

- A. Compared to last year (Quarter 2, 2021), census has decreased by -42 clients (from 5,446 to 5,404) or -0.77%.
 - 1. No Short-term client activity this quarter.
- B. Compared to last quarter (Quarter 1, 2022), census has increased by 127 clients (from 5,277 to 5,404) or 2.41%.
 - 1. No Short-term client activity this quarter.
- C. Quarter-end census, new enrollments, and disenrollements include clients aged 60 and over who are receiving short-term services as a result of the pandemic.

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

2. Fast Track Home Census Trends

- A. Average length of increased by 1 compared to Quarter 1, 2022 (from 55 to 56).
- B. New Enrollments increased by 5 compared to Quarter 1, 2022 (from 192 to 197).
- C. Total clients who transferred to ESP from FTH decreased by 1 client from Quarter 1, 2022 (from 72 to 71).

3. Financials *

- A. Total Revenue: The amount needed to be drawn down from the levy is \$23.8 million through the second quarter, as compared to the budgeted amount of \$25.9 million. The variance is under budget by \$2.1 million or 8.0%.
- B. Total Expenses: The projected expenses incurred through the second quarter is \$27.1 million as compared to \$27.5 million in the budget. The variance is under budget by \$434,564 million or 1.6%.
- C. Purchase Services: The projected expenses were lower by \$1.1 million or 5.2% as compared to budget.

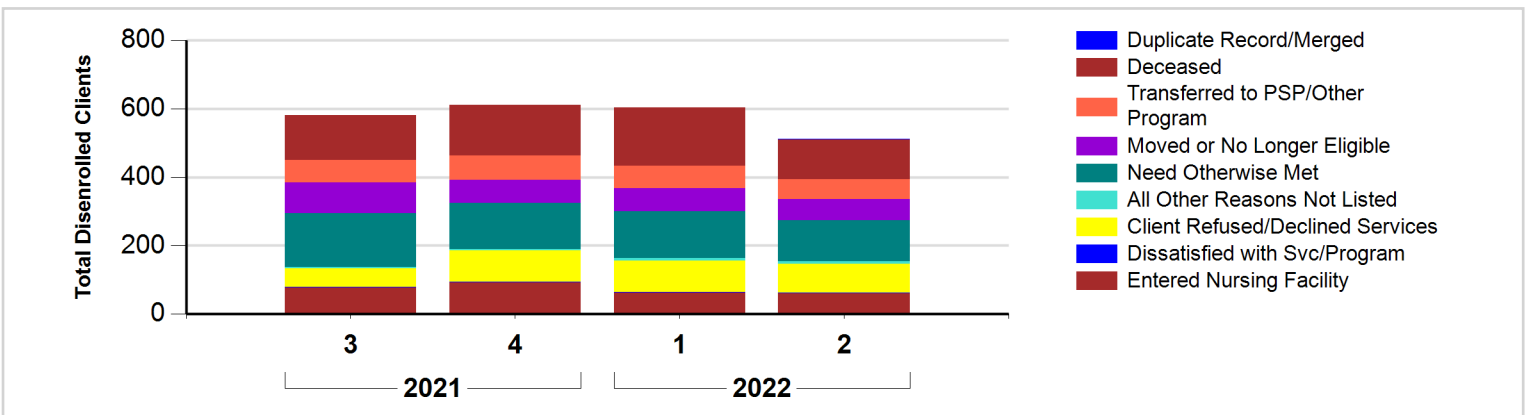


Hamilton County ESP
Quarter 2, 2022 (April - June 2022)
TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program				
Year	2021		2022	
Quarter	3	4	1	2
ESP	5,409	5,337	5,277	5,404
FTH	101	117	126	119
Medicaid Programs	3,317	3,281	3,334	3,543
Passport	570	557	543	560
Assisted Living	113	127	96	96
Molina	1,098	1,106	1,111	1,321
Aetna	1,536	1,491	1,584	1,566

Quarter-End Census, New Enrollments, and Disenrollments ¹				
Year	2021		2022	
Quarter	3	4	1	2
Quarter-End Census	5,409	5,337	5,277	5,404
New Enrollments	565	509	505	590
Disenrollments	581	611	603	511

Disenrollment Outcomes				
Year	2021		2022	
Quarter	3	4	1	2
Deceased	132	148	171	116
Transferred to PSP/Other Program	65	71	64	59
Moved or No Longer Eligible	90	67	68	62
Need Otherwise Met	157	135	137	119
All Other Reasons Not Listed	3	4	7	7
Client Refused/Declined Services	55	92	92	84
Dissatisfied with Svc/Program	1	2	2	1
Entered Nursing Facility	78	92	62	62
Total	581	611	603	511

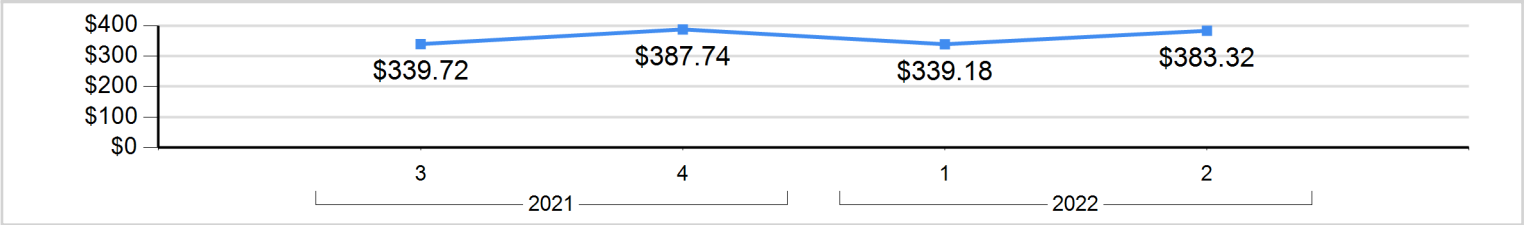


¹ Q4 '20 - Q3 '21 quarter-end census, new enrollments, and disenrollments include the number of short-term clients served as a result of the pandemic.



Hamilton County ESP
Quarter 2, 2022 (April - June 2022)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2021		2022	
Quarter	3	4	1	2
Consumer Directed Care	233	260	272	283
Electronic Monitoring	2,985	2,922	2,779	2,753
Home Care Assistance	2,475	2,274	2,191	2,172
Home Delivered Meals	2,827	2,704	2,646	2,727
Home Medical Equipment	171	195	184	225
Medical Transportation	657	508	606	646
Non-Medical Transportation	165	137	167	126
Other Services	214	234	211	244
All Services (Unduplicated)	5,379	5,252	5,140	5,144

Units Billed by Service Group¹² *Please see the notes page for unit of measure descriptions by service.*

Year	2021		2022	
Quarter	3	4	1	2
Consumer Directed Care	21,512	24,247	24,236	23,862
Electronic Monitoring	8,978	8,707	8,318	8,198
Home Care Assistance	77,678	80,275	71,768	76,363
Home Delivered Meals	189,477	186,124	173,409	180,875
Home Medical Equipment	223	257	240	297
Medical Transportation	7,943	4,721	8,271	7,033
Non-Medical Transportation	1,200	902	1,668	629
Other Services	3,021	2,708	2,740	2,947

Dollars Paid by Service Group (Purchased Services)¹²

Year	2021		2022	
Quarter	3	4	1	2
Consumer Directed Care	\$312,016	\$392,102	\$321,723	\$376,134
Electronic Monitoring	\$189,655	\$185,780	\$178,914	\$176,194
Home Care Assistance	\$1,790,393	\$2,035,097	\$1,617,537	\$1,786,993
Home Delivered Meals	\$1,276,820	\$1,252,199	\$1,228,272	\$1,431,723
Home Medical Equipment	\$65,820	\$73,798	\$71,417	\$98,244
Medical Transportation	\$386,805	\$424,777	\$248,858	\$273,133
Non-Medical Transportation	\$34,053	\$30,269	\$69,774	\$132,011
Other Services	\$302,773	\$228,368	\$255,346	\$286,512
All Services	\$4,358,336	\$4,622,388	\$3,991,841	\$4,560,944

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



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

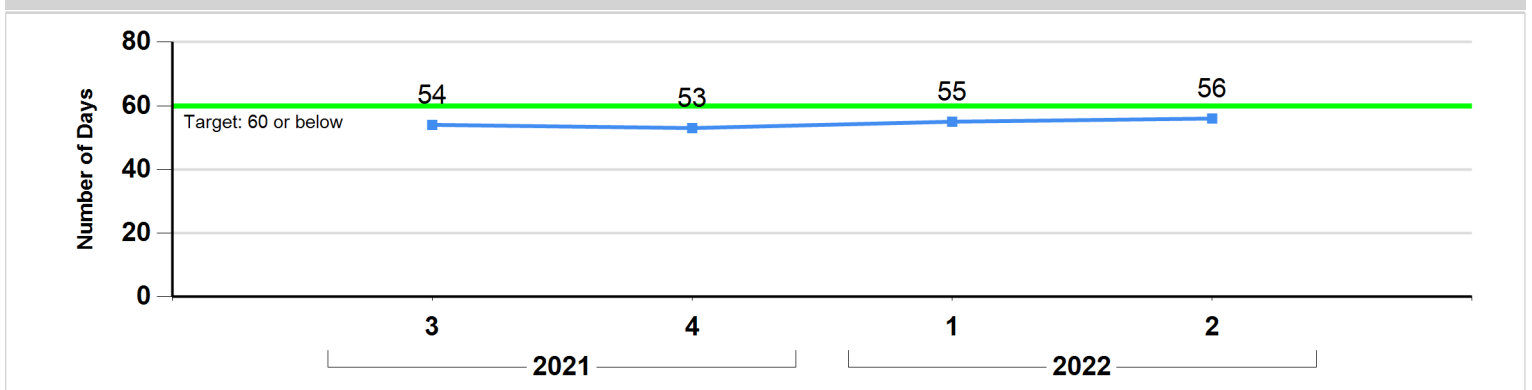
Total Clients Served, New Enrollments, Disenrollments

	2021		2022	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
New Enrollments	208	220	192	197
Disenrollments	255	202	189	198
Clients Transferred to ESP	101	84	72	71
	39.61%	41.58%	38.10%	35.86%

Enrollment by Setting

Enrollment Setting	2021		2022	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Drake Rehab	4	3	0	1
Community	13	4	2	0
Mercy Hospital Network	21	19	37	26
The Christ Hospital	21	24	17	19
TriHealth Hospital Network	24	28	31	35
University of Cincinnati Hospital Network	16	11	11	16
Veterans Admin - VA	1	3	1	1
Other Hospital	10	7	5	10
Skilled Nursing Facilities	48	68	42	38
Rehabilitation Facilities	17	19	22	18
Skilled HHC	5	8	0	1
Not Captured	7	9	2	9
Total	187	203	170	174

Average Length of Stay





Hamilton 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	102	91	77	68
Home Care Assistance	112	51	32	42
Home Delivered Meals	160	140	139	159
Home Medical Equipment	81	91	108	104
Home Modification	44	29	55	38
Independent Living	2	0	1	1
Medical Transportation	39	30	33	29
Non-Medical Transportation	2	4	0	0
All Services (Unduplicated)	289	240	232	236

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	144	130	133	102
Home Care Assistance	1,307	850	279	546
Home Delivered Meals	4,325	4,078	4,155	4,076
Home Medical Equipment	149	183	197	219
Home Modification	48	30	60	39
Independent Living	6	0	5	4
Medical Transportation	309	141	181	152
Non-Medical Transportation	3	14	0	0

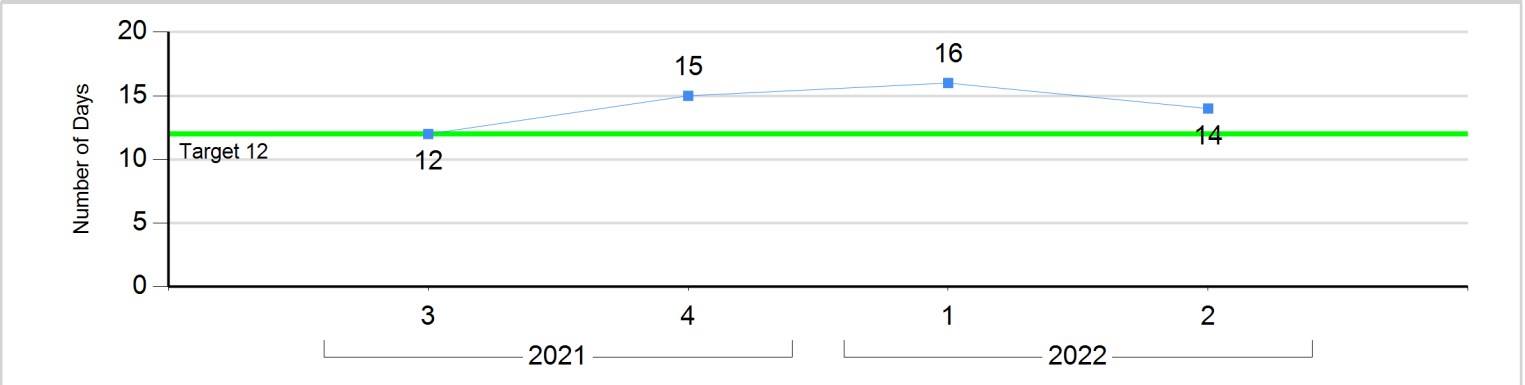
Dollars Paid by Service Group (Purchased Services)

Year	2021		2022	
Quarter	3	4	1	2
Electronic Monitoring	\$3,395	\$2,983	\$2,774	\$2,135
Home Care Assistance	\$29,211	\$18,934	\$5,963	\$12,125
Home Delivered Meals	\$29,701	\$28,161	\$28,673	\$28,279
Home Medical Equipment	\$11,369	\$18,626	\$13,779	\$18,197
Home Modification	\$17,575	\$10,831	\$21,700	\$15,211
Independent Living	\$444	\$0	\$408	\$326
Medical Transportation	\$18,837	\$10,683	\$11,633	\$7,493
Non-Medical Transportation	\$105	\$708	\$0	\$0
All Services	\$110,638	\$90,926	\$84,930	\$83,766



Hamilton 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 Provider	%of CltsNotMatched with a Provider	Avg. #Days To AuthorizeRequest	Avg. #Days Not Matched with Provider
2021	4	2416	556	23%	43	85
2022	1	2368	443	19%	45	142
2022	2	2255	600	27%	48	155

Home Delivered Meals - Client Satisfaction Survey Results

Year	2021		2022	
Quarter	3	4	1	2
Overall Satisfaction	98.06%	98.05%	98.88%	98.23%
Good Choice of Meals Available	93.78%	94.71%	96.60%	95.09%

Medical Transportation - Client Satisfaction Survey Results

Year	2021		2022	
Quarter	3	4	1	2
Overall Satisfaction	93.54%	94.97%	97.16%	95.83%
Service Returns Client Home Promptly	89.20%	87.63%	95.21%	94.07%

Home Care Assistance - Client Satisfaction Survey Results

Year	2021		2022	
Quarter	3	4	1	2
Overall Satisfaction	90.03%	90.36%	91.45%	91.49%
Aide is Dependable	85.81%	86.36%	87.65%	88.86%



Hamilton County ESP

Quarter 2, 2022 (April - June 2022)

FINANCIALS: based on actual revenue & expenses as of June 30, 2022¹

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	\$23,827,754	\$25,889,221	(\$2,061,466)	-8.0%
Federal & State Funding				
Title III B - Supportive Services	136,454	250,300	(113,846)	-45.5%
Title III C2 - Home Delivered Meals	1,134,725	284,173	850,552	299.3%
Title III E - Caregiver Support	453,568	175,893	277,675	157.9%
Alzheimer's	18,300	15,591	2,709	17.4%
Nutrition Services Incentive Program (NSIP)	427,077	383,208	43,869	11.4%
Senior Community Services (SCS)	39,105	102,203	(63,098)	-61.7%
Other Federal (Title C2 Supplemental, Title III D, ARPA)	569,533	-	569,533	0.0%
Client Contributions				
Client Donations	1,465	5,424	(3,959)	-73.0%
Co-Pays Received	495,438	431,971	63,467	14.7%
Total Revenue	\$27,103,420	\$27,537,984	(434,564)	-1.6%
Expenses				
COA Expenses				
Administrative	\$1,654,199	\$1,618,163	(\$36,036)	-2.2%
Intake & Assessment	146,084	127,958	(18,126)	-14.2%
FTH Case Management	1,031,366	1,016,747	(14,619)	-1.4%
Case Management including Transportation Coordination	4,522,806	3,940,633	(582,173)	-14.8%
Total COA Expenses	\$7,354,455	\$6,703,501	(\$650,954)	-9.7%
Purchased Services				
Home Care Assistance	\$6,933,728	\$7,750,293	\$816,565	10.5%
Independent Living	177,117	155,034	(22,083)	-14.2%
Minor Home Modifications	370,831	425,657	54,826	12.9%
Pest Control	65,135	47,413	(17,722)	-37.4%
Major House Cleaning	53,292	38,793	(14,500)	-37.4%
Home Medical Equipment	330,563	273,483	(57,080)	-20.9%
Emergency Response Systems	726,933	839,416	112,483	13.4%
Home Delivered Meals	6,187,974	6,850,346	662,371	9.7%
Adult Day Service	330,764	695,765	365,001	52.5%
Adult Day Transportation	63,153	126,275	63,122	50.0%
Medical Transportation	1,197,507	1,205,464	7,957	0.7%
Non-Medical Transportation	346,345	146,722	(199,623)	-136.1%
Consumer Directed Care	1,465,621	1,252,911	(212,710)	-17.0%
* Utility Assistance Program	1,500,000	1,025,000	(475,000)	-46.3%
All Other Services	0	1,911	1,911	100.0%
Gross Purchased Services	19,748,964	20,834,483	1,085,518	5.2%
Gross Program Expenses	\$27,103,420	\$27,537,984	\$434,564	1.6%
Client Census	5,593**	6,120	527	8.6%
Cost of Services per Client	277.94	262.96	(14.98)	-5.7%

¹Utility Assistance Program was added to budget by commissioners- \$1,500,000 total is not yet approved, but we expect to receive approval for this amount.

** Projected year-end census.

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Eviction, Health/Safety, and Unable to Meet Client Need.
 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

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

3. FTH Census Trends

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

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

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

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

Hamilton County Program Update Report September 2022

Home Care Assistance

July 2022 - Helping Hands Private Duty submitted their termination for Home Care Assistance. They announced that they closed their business because they don't have enough staff capacity to keep going. They were one of our largest home care providers with over 600 ESP clients to transition across the region. We are actively transitioning the clients previously served by Helping Hands to other contracted providers. This transition is nearly complete. Many Helping Hands office staff and aides were hired by existing HCA providers. Clients wishing to keep their current Helping Hands aide were given the opportunity to move with the aide to the new provider. While the official date of termination is September 2022, they currently do not have any aides employed and are not providing any services.

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

As of June 2022, all CDC services were transitioned to Palco. Palco is actively enrolling clients to the CDC service. Acumen's contract ended June 2022.

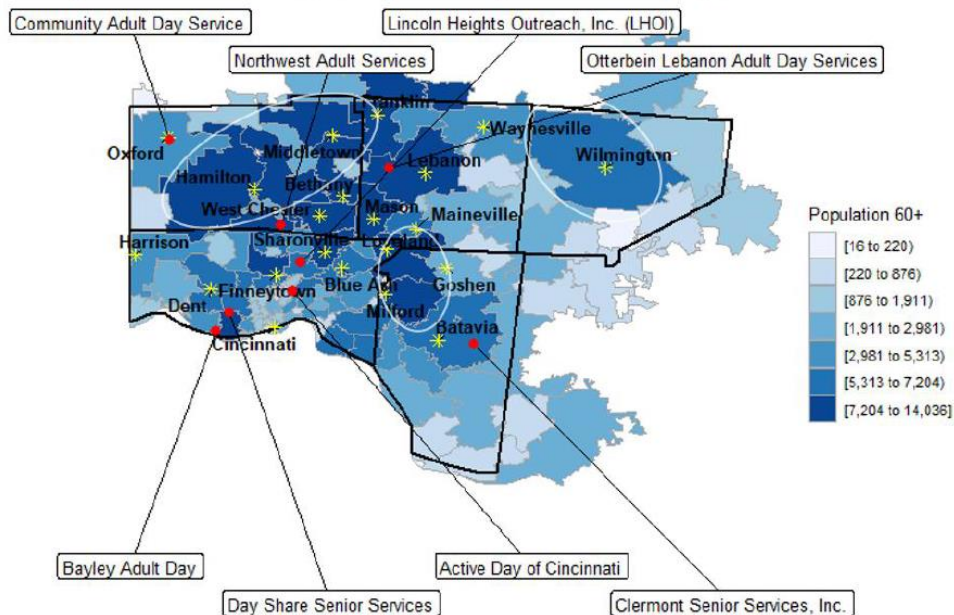
Adult Day

No updates from the previous report.

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



Transportation

Provider Services is actively working to contract with 4 transportation agencies with wheelchair accessible vehicles and one agency with sedans. Checklists have been developed as a guide to assisting agencies with the pre-certification process.

Independent Living Assistance (ILA)

Warming Hearts has completed their precertification review. They are actively taking referrals for Hamilton County.

Provider Termination

North College Hill Senior Center closed effective 8/26/2022. Contracted services included home delivered meals for ESP, PASSPORT and MyCare Ohio programs, as well as transportation and congregate meals for the Title III program. 173 ESP and 14 PASSPORT/MyCare Ohio clients were transitioned to new providers. Hamilton County now has 4 providers contracted for ESP and PSP home meal delivery with an additional 5 contracted providers for PSP. 10 Title III clients were referred to other locations providing transportation and congregate meals.

Senior Farmers Market Nutrition Program

Applications will be available through Sept 15th. We welcome Weber's Farmers Market, My Why, and East Walnut Hills Farmers Market in Hamilton County to the program in addition to our current list of participating markets: Findlay Market, Madeira Farmers Market, Mariemont Farmers Market, Montgomery Farmers Market, Northside Farmers Market, Reading Farmers Market, and Farm Stand at Bahr 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.

Meal Programs

The COA Restaurant Meal program officially came to an end on 8/31/22. We are hopeful to find a way to be able to implement this program into one of our existing programs in the future.

Since the start of the comfort meal program a total of 237,869 meals have been delivered to area seniors.

2020 - 59,830 meals

2021 - 128,837 meals

Jan 1, 2022, to June 30, 2022 – 49,202 meals

Alternate Meal Option Pilot – Official name Swipe ‘N’ Dine

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

Grocery Delivery Service

A Request for Qualification (RFQ) 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

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.

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.

2022 Provider Monthly Relief Payments

Due to the downstream effects of the global pandemic on the economy it is necessary to readjust the provider rates. Each of the various services within the Elderly Services provider network has experienced unprecedented increases in expenditures. Rate increases are being provided as monthly relief payments to providers based on the number of clients served. To determine the percentage of rate increases, COA performed detailed cost analysis for each service. It is unclear if these increases will be temporary or will become the new contracted rates, but these increases will be in effect until 9/30/22.

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

HAMILTON COUNTY ESP STRUCTURAL COMPLIANCE REVIEW SCHEDULE - 2022 (please find below the list of Hamilton County Providers of ESP Services and the tentative dates for annual review for 2022.)		
Hamilton County ESP Providers	Review Type	Review Tentative Date
A Best Home Care, Inc.	Annual	Nov-22
A Miracle Home Care	Annual	Aug-22
Active Day of Cincinnati	Annual	Jun-22
Always There Homecare	Annual	May-22
Amarmedical Health Care Services, Inc.	Annual	Jan-22
Bayley Adult Day	Annual	Sept-22
Comfort and Care Home Health Agency	Annual	Jun-22
Day Share Senior Services	Annual	Sep-22
Deupree Meals on Wheels	Annual	Sept-22

Eastern Personnel Services	Annual	Nov-22
Helping Hands Private Duty Homecare	Annual	Dec-22
Hillebrand Home Health	Annual	Sept-22
Assisted Care by Black Stone	Annual	Apr-22
Home Care Network, Inc.	Annual	Aug-22
Home First	Annual	Jun-22
Interim HomeStyles of Greater Cincinnati	Annual	Sept-22
Kemper Shuttle Services	Annual	Jan-22
LCD Home Health Agency – Transportation expansion requested and processing in 6/2022	Annual	Aug-22
Lincoln Heights Outreach	Annual	Sep-22
Maple Knoll Outreach Services for Seniors	Annual	Dec-22
Mayerson JCC (Jewish Community Center)	Annual	Apr-22
Meda-Care Transportation, Inc.	Annual	Aug-22
MedAdapt Ltd.	Annual	Jun-22
North College Hill Senior Center	Annual	Dec-22
Northwest Adult Day Services (Self-Suspended Services – due to begin accepting referrals 6/8)	Annual	Nov-22
Nova Home Care Co.	Annual	Nov-22
Prime Home Care, LLC	Annual	Feb-22
PWC	Annual	Apr-22

Quality Care	Annual	Jul-22
Senior Deserved Day	Annual	Closed
Senior Helpers of Greater Cincinnati	Annual	Sept-22
Superior Home Care, Inc.	Annual	Jul-22
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	Apr-22

2022 Draft Request for Proposal Schedule

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

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

The RFP evaluations will have 4 categories:

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

Laundry Delivery Service Update

To address the home care assistance workforce shortage, COA began to utilize laundry delivery service.

Training completed with ESP staff on Happy Nest Laundry set up. We have begun enrolling clients in laundry delivery service.

Next Steps:

- Further financial and quality analysis will be completed with more experience and data on enrollments
- Continue to explore other similar companies to onboard as a laundry delivery service provider

Chronic Care Management Pilot Update

Chronic Care Management is the oversight and education activities conducted by health care professionals to help clients with chronic diseases and health conditions such as diabetes, high blood pressure, and congestive heart failure. Chronic care management is a billable service under Medicare Part B benefit.

Council on Aging has partnered with Medical House Calls LLC to provide chronic care management services to existing Hamilton County ESP clients who are currently receiving primary care through Medical House Calls.

Pilot Updates

Contract was finalized end of March with Medical House Calls

Reimbursement is based on monthly billable time working with the client and/or on their behalf

As of 8/18 we have 13 enrolled clients in chronic care management program

As of 8/18 we have 10 pending referrals in process

Hired FTE CCM starting in August

Billing

Junie Billing- 8 claims totaling- \$634.87. Further financial analysis will be done as we continue to increase enrollments and billable time

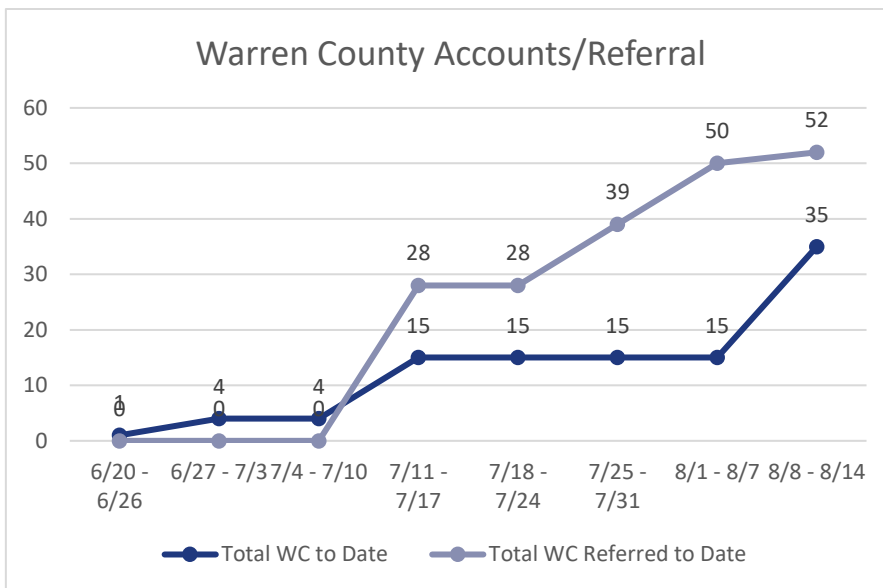
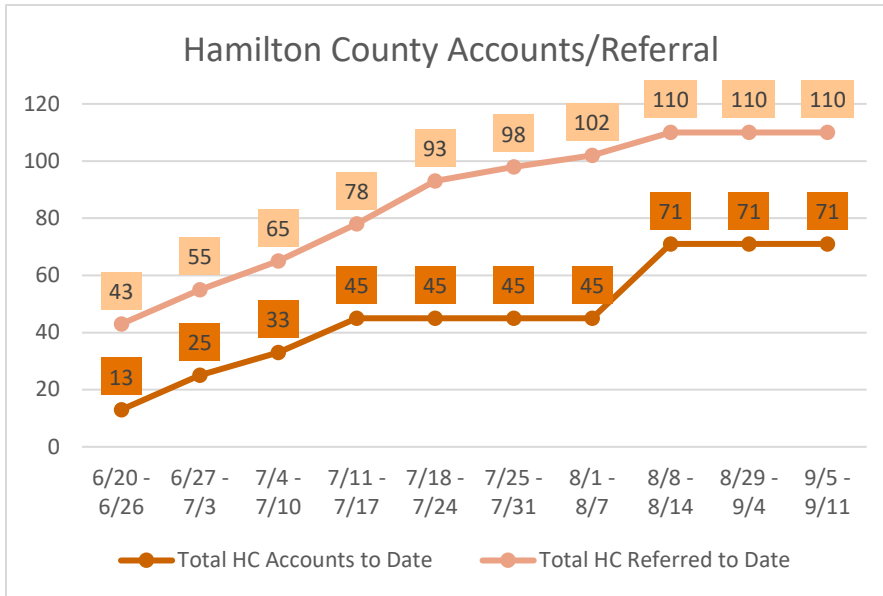
Goals

- Continue growth of the program- target outreach to clients based on chronic conditions, hospitalizations, etc.
- To decrease the care management cost to levy
- Collaboration with Medical House Calls to enhance current care management model to focus on medical complexity and address social determinates of health
- Provide an increased level of service to clients with chronic conditions through holistic care that improves health outcomes and reduces barriers to care

AddnAide Project Update – Hamilton and Warren County

- **Success Story:** The first hire in AddnAide was made this month! A Hamilton County ESP client matched with an aide that connected to AddnAide because of the Voice of Black Cincinnati (VOBC) promotion. Paperwork for the enrollment is complete and the aide is working on completing her background check.
- **Marketing Update:** Digital components of the marketing campaign, including a planned YouTube campaign were suspended on August 10 to allow time for client engagement that was delayed by critical development updates. Tentative restart date is August 29. Geotargeting campaign is performing well in Good Samaritan Hospital region and the VOBC story has nearly 1,050 reads to date.
- **User Engagement Update:** ESP staff have been calling all client/employer users to ensure they are actively engaging in the app and to identify barriers. Customer Support is following up with those identified as needing tech support. The team is exploring ways to facilitate in-person tech support for groups of clients.
- **Development Update:** Launch Scout released an app update on 8/10 and 8/12. These updates allow staff to add multiple clients to one employer, delete “accidental” aide accounts, and corrected several “broken” features including data export. The next priority is bug cleanup and a review of data integrity in the database.

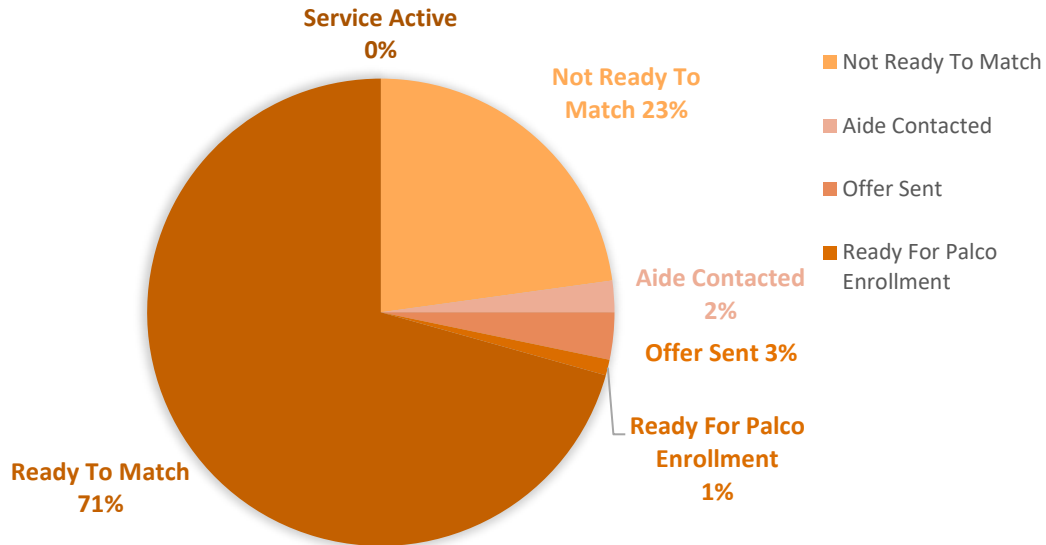
Client Engagement with AddnAide



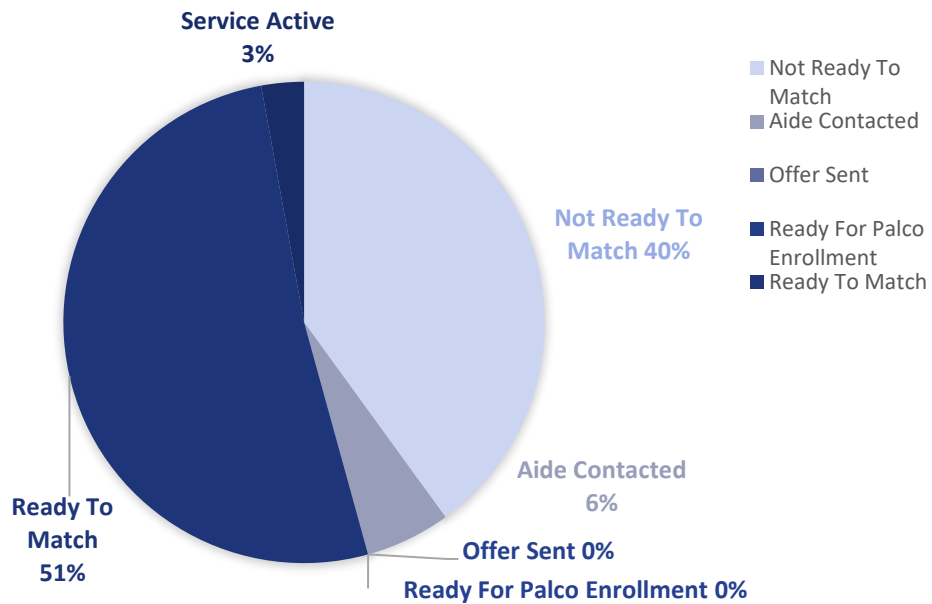
AddnAide Matches

- There are three Offers that Clients have sent to Aides they have matched with and one active enrollment.

STATUS OF HAMILTON CO. ACTIVE CLIENTS



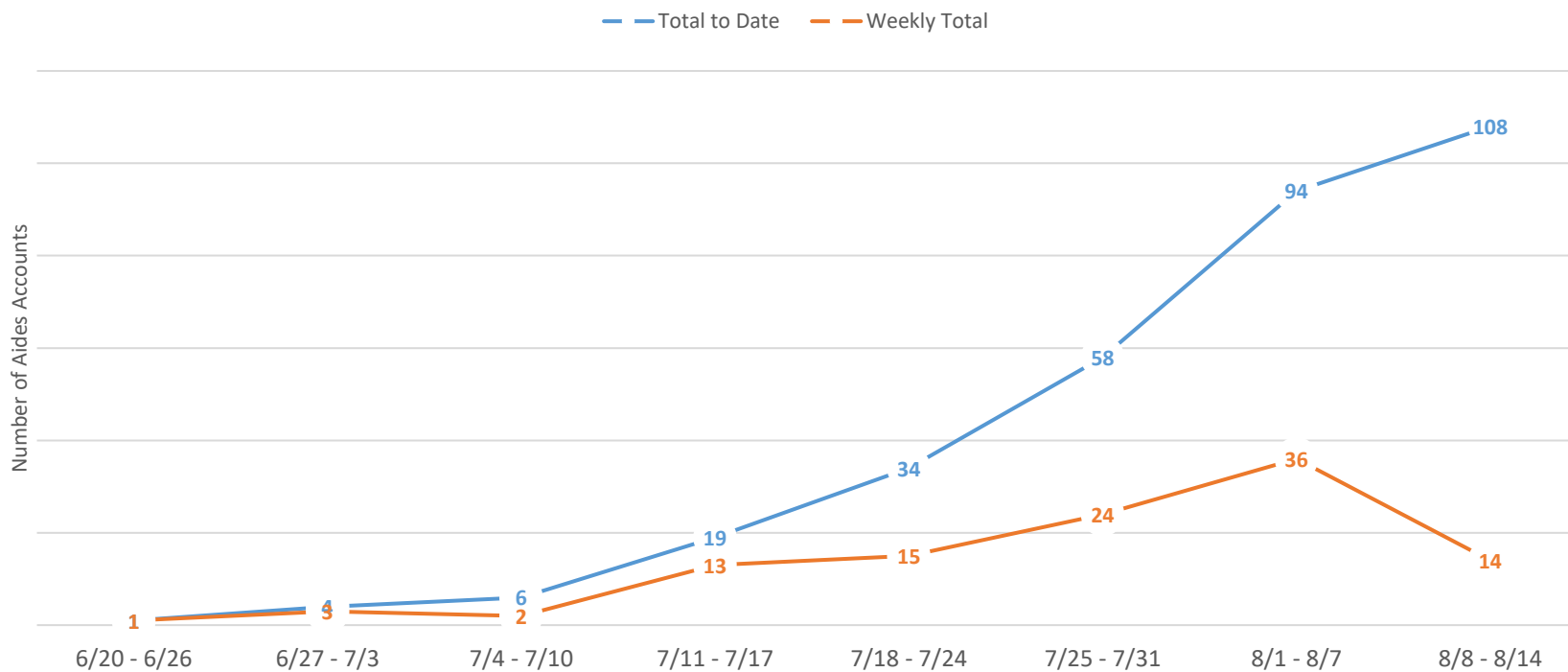
STATUS OF WARREN CO. ACTIVE CLIENTS



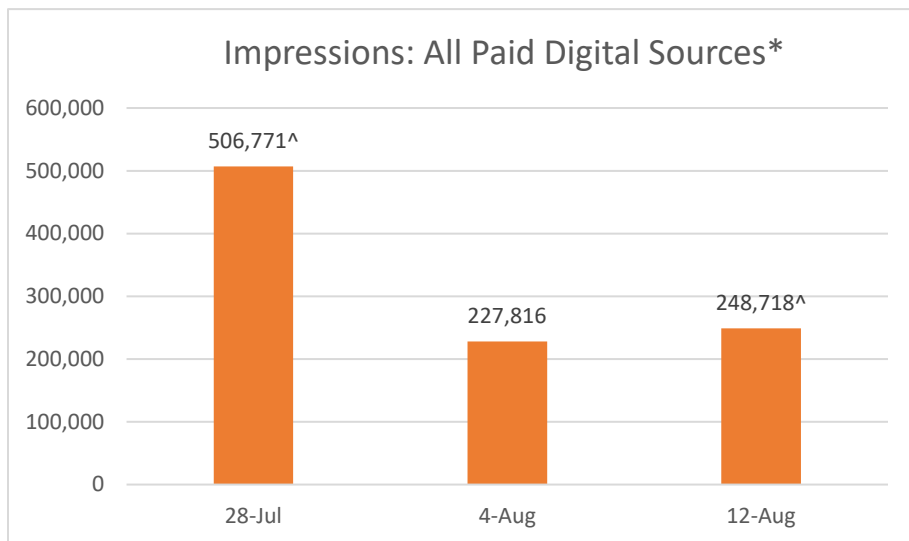
How aides are learning about AddnAide

- First match within app is with an aide who learned about AddnAide through VOBC promotion
- 35% of aides have come from Facebook marketing.

WEEKLY AIDE ENROLLMENT OVER TIME



Marketing Data



28-Jul 4-Aug 12-Aug

Clicks (all campaigns)	1,504	663	730
CTR Digital Average	0.75%	0.76%	0.60%
CTR Search	9.36%	9.15%	10.15%

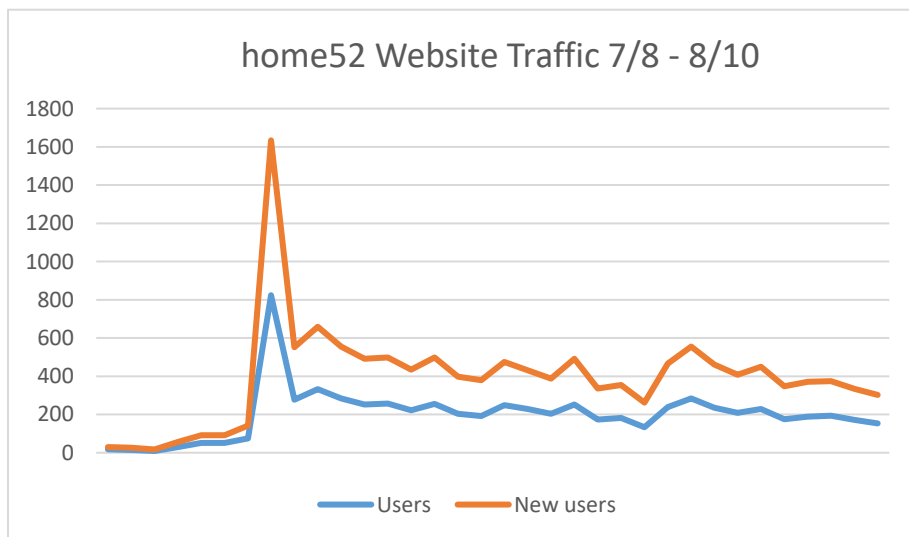
Industry Benchmarks

Search: CTR Average 4% - 6%

Display: CTR .04% - .08 %

*Data does not include organic social media posts to COA's Facebook, Instagram and Twitter accounts

[^]Week-ending July 28 includes two weeks of data; week ending Aug 12 includes data through Aug 10 when campaigns were suspended



	22-Jul	29-Jul	5-Aug	12-Aug
New Users	2,600	1,600	1,600	1,300



Hamilton County Senior Utility and Home Repair Assistance Program

Presentation to the Hamilton County Board of County Commissioners
September 20, 2022



Pilot Program Began April 2022

- \$1,000,000 budget funded through the county's senior services tax levy

Program Eligibility

- Hamilton County resident age 60 and over
- Older adult or other family member in the household currently paying the utility bill
- Ineligible for other assistance programs
- Household income of 300% of poverty level or below
- For home repairs/modification, no ADL/IADL deficit was required

Instituted Waitlist July 8

- Waitlist needed due to funding and demand for the program
- 687 currently on the waitlist pending eligibility screening

Hamilton County Senior Utility And Home Repair Assistance Program

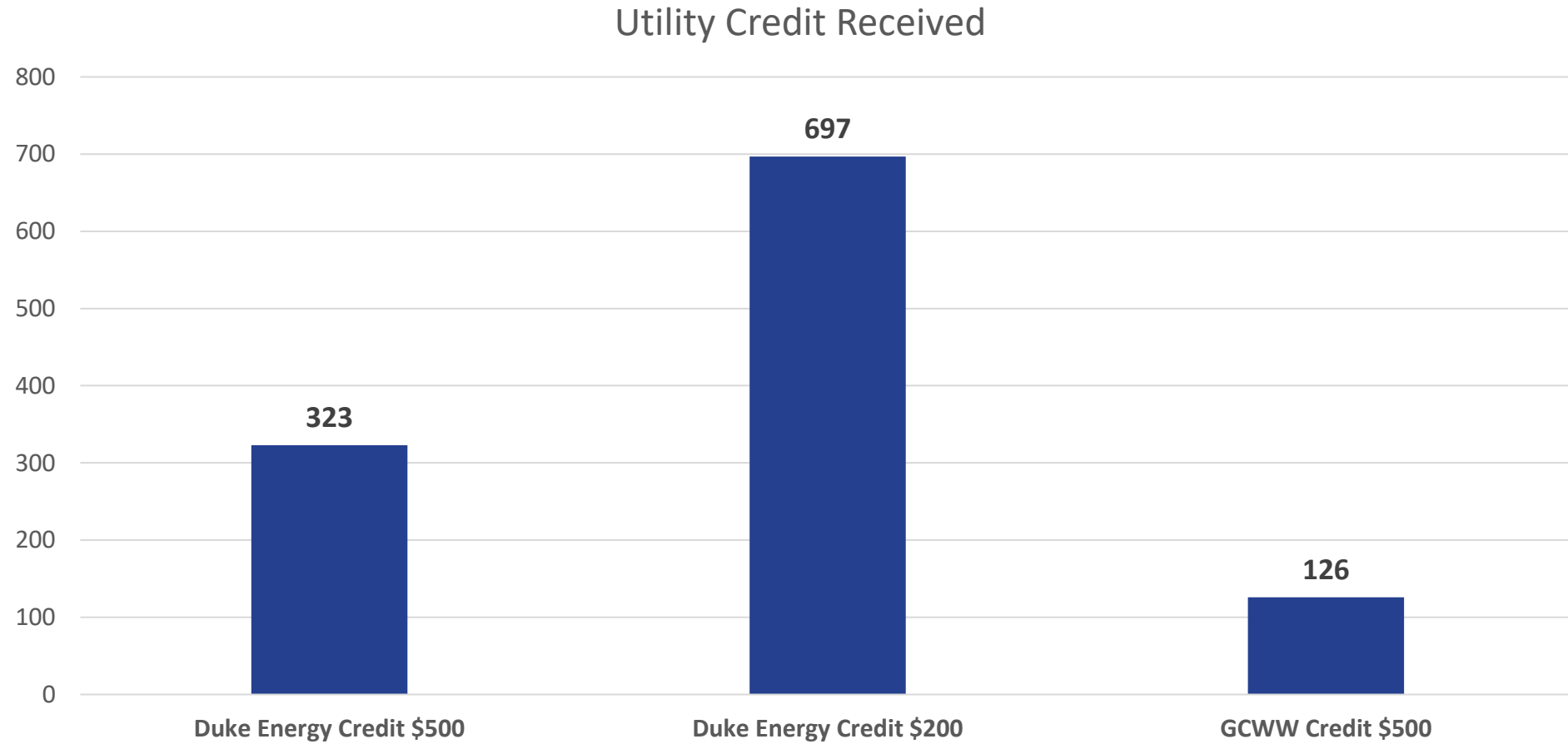


WHO WE SERVED: UTILITY ASSISTANCE

- Utility Credit (Duke Energy or Greater Cincinnati Water Works)
 - Developed streamlined process with partners
 - Required COA to advance funds so credits could be applied quickly
- 1,146 individuals received a credit
 - 1,020 Duke Energy
 - 126 Greater Cincinnati Water Works
- **Utility program cost to date: \$363,500***

*Total for Utility Assistance does not include estimated \$13,900 in outstanding expenses for 50 pending utility payments (\$12,900 Duke Energy and \$1,000 Greater Cincinnati Water Works).

UTILITY ASSISTANCE

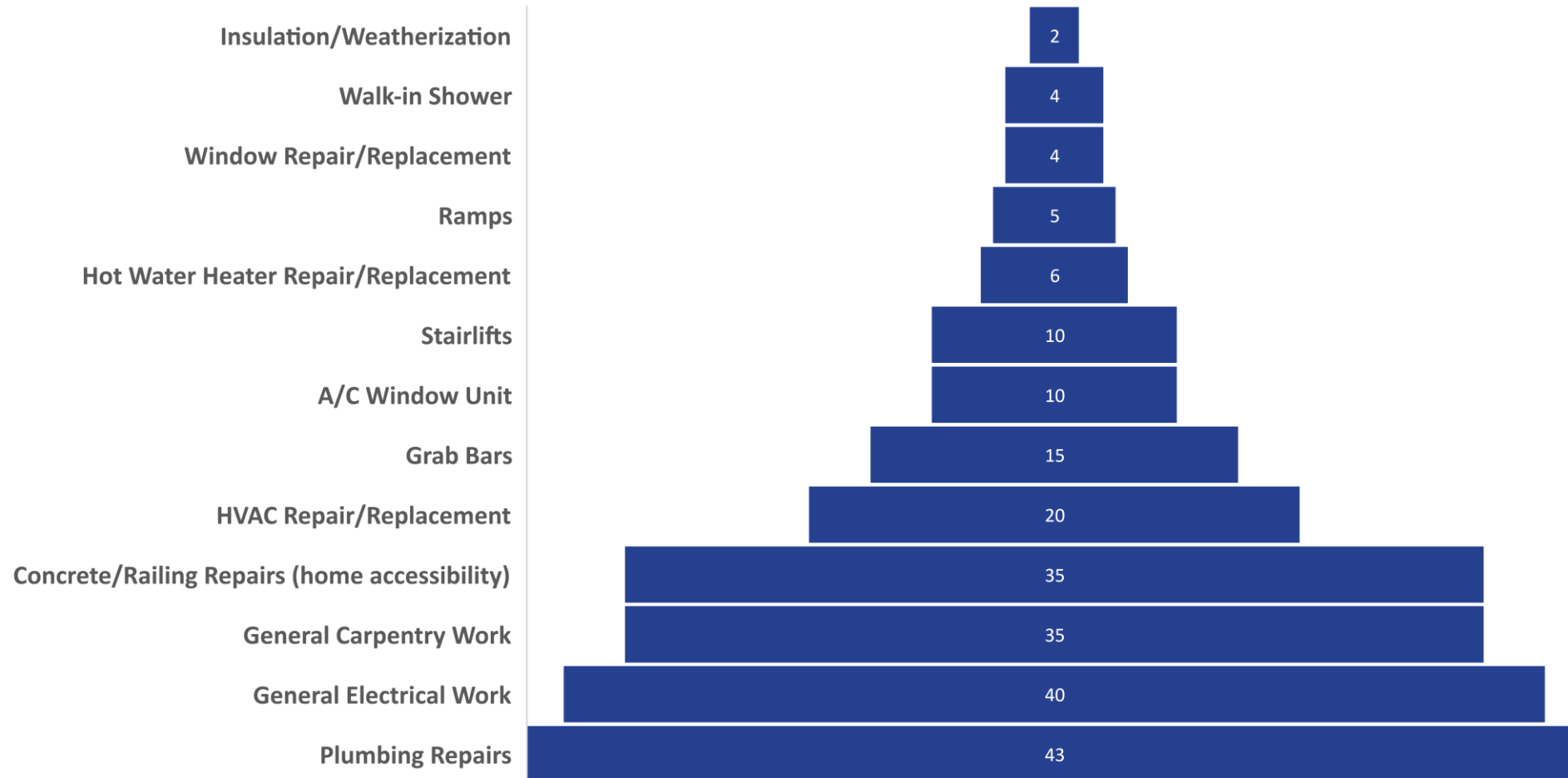


WHO WE SERVED: HOME MODIFICATION AND REPAIRS

- 229 Home modifications/repairs completed (64 additional pending)
 - Utilized existing Provider network first to obtain the quote/proposal
 - Utilized out of network contractors/companies when unable to find a network provider
 - Quotes above \$1,500 required manager approval
 - **Home Modification and Repair cost to date: \$780,914***
- Most common home modifications and repairs:
 - Stairlifts
 - Ramps, grab bars and other accessibility modifications outside/inside the home
 - HVAC repair/replacement
 - General plumbing repair

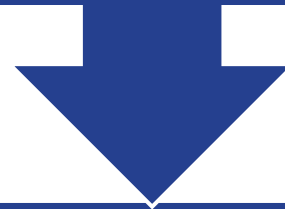
*Total for Home Modifications and Repair does not include estimated \$218,240 in outstanding expenses for 64 pending repairs/modifications (estimate based on average cost of \$3,410 per project).

HOME MODIFICATION/REPAIR: SERVICES PROVIDED



COST OF HOME MODIFICATIONS AND REPAIRS

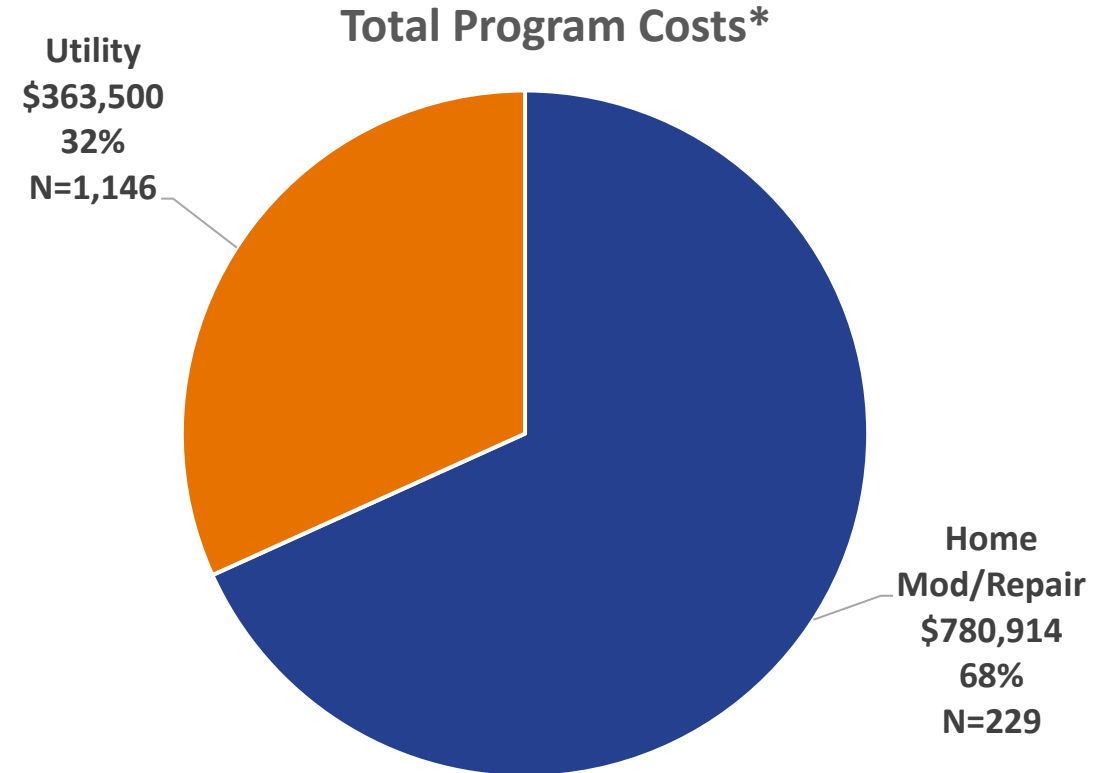
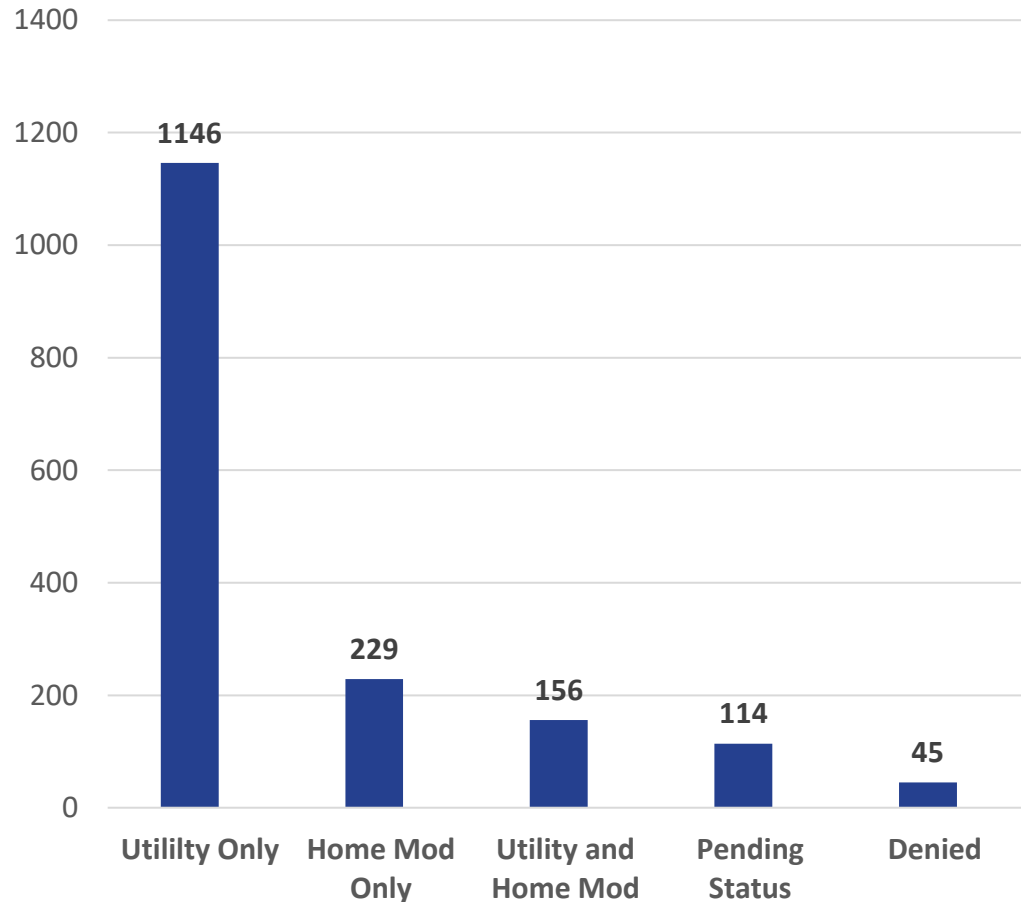
Average cost of all repairs: \$3,410



Average cost by type of repair:

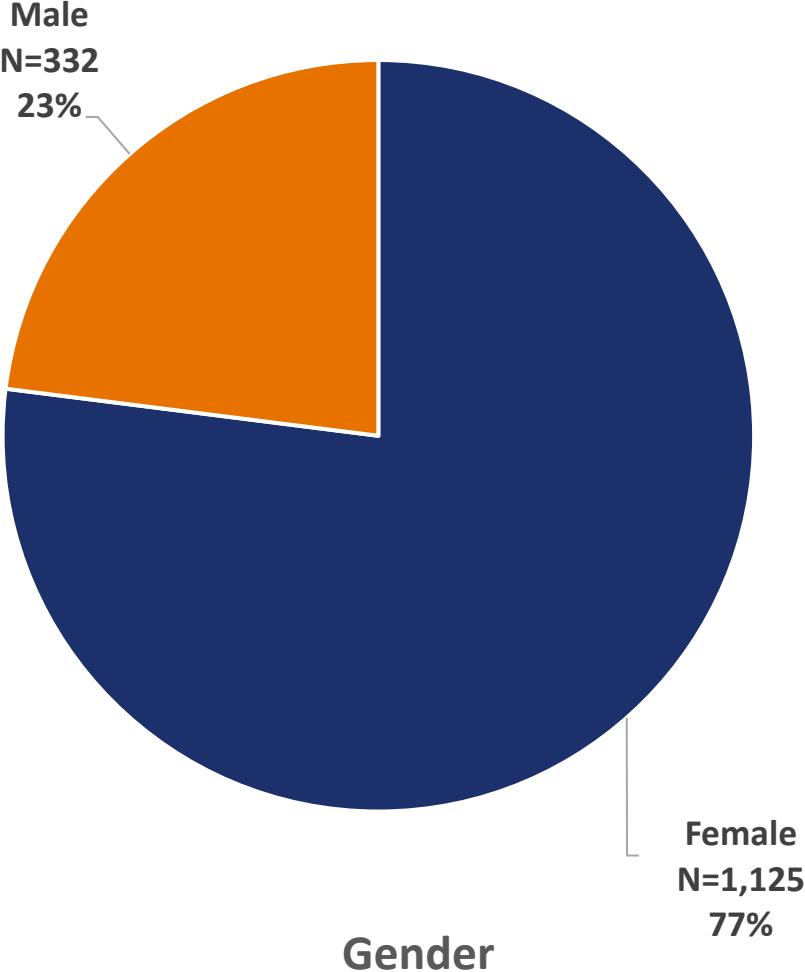
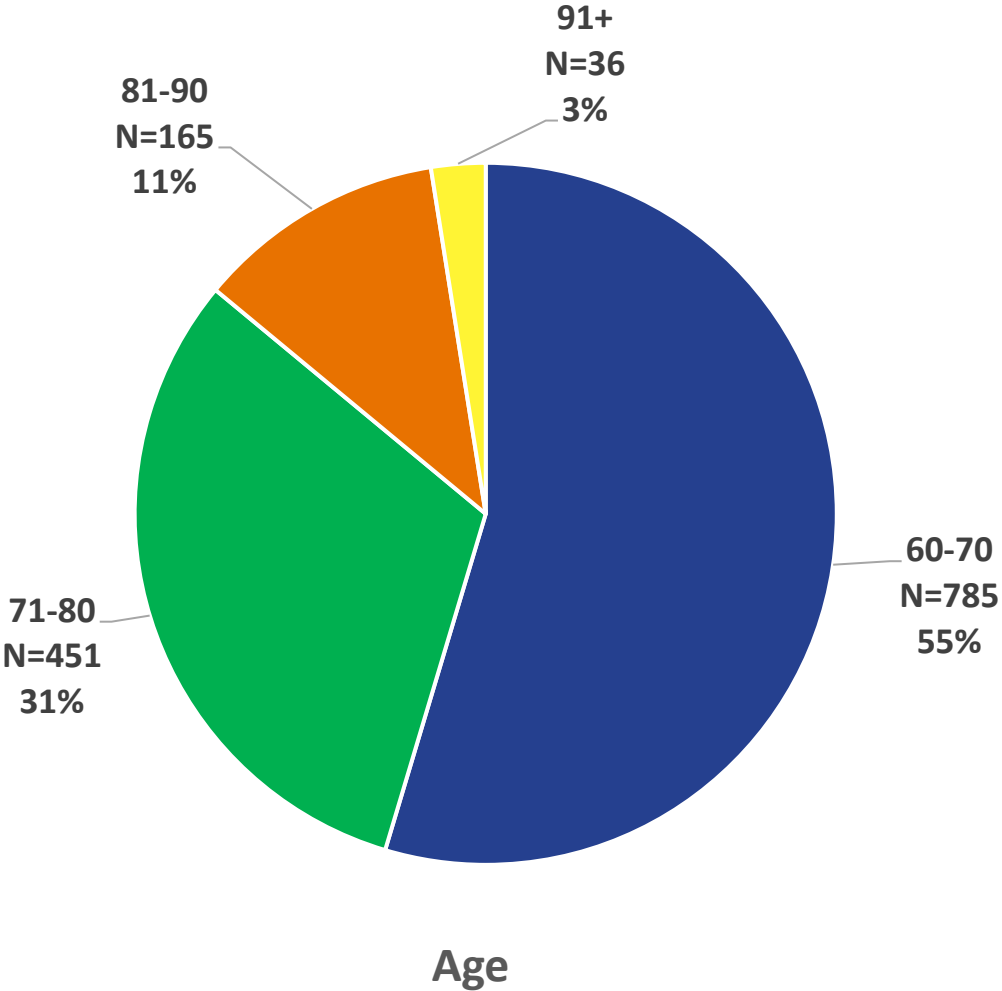
Walk-in Showers: \$8,500-\$14,000	Window Replacement: \$8,108	AC and HVAC Replacement: \$7,500	Stairlifts: \$3,500-6,100	Electrical Repairs: \$2,700	Plumbing Repairs: \$2,500
--------------------------------------	--------------------------------	-------------------------------------	------------------------------	-----------------------------	---------------------------

TYPE OF ASSISTANCE PROVIDED AND TOTAL COST

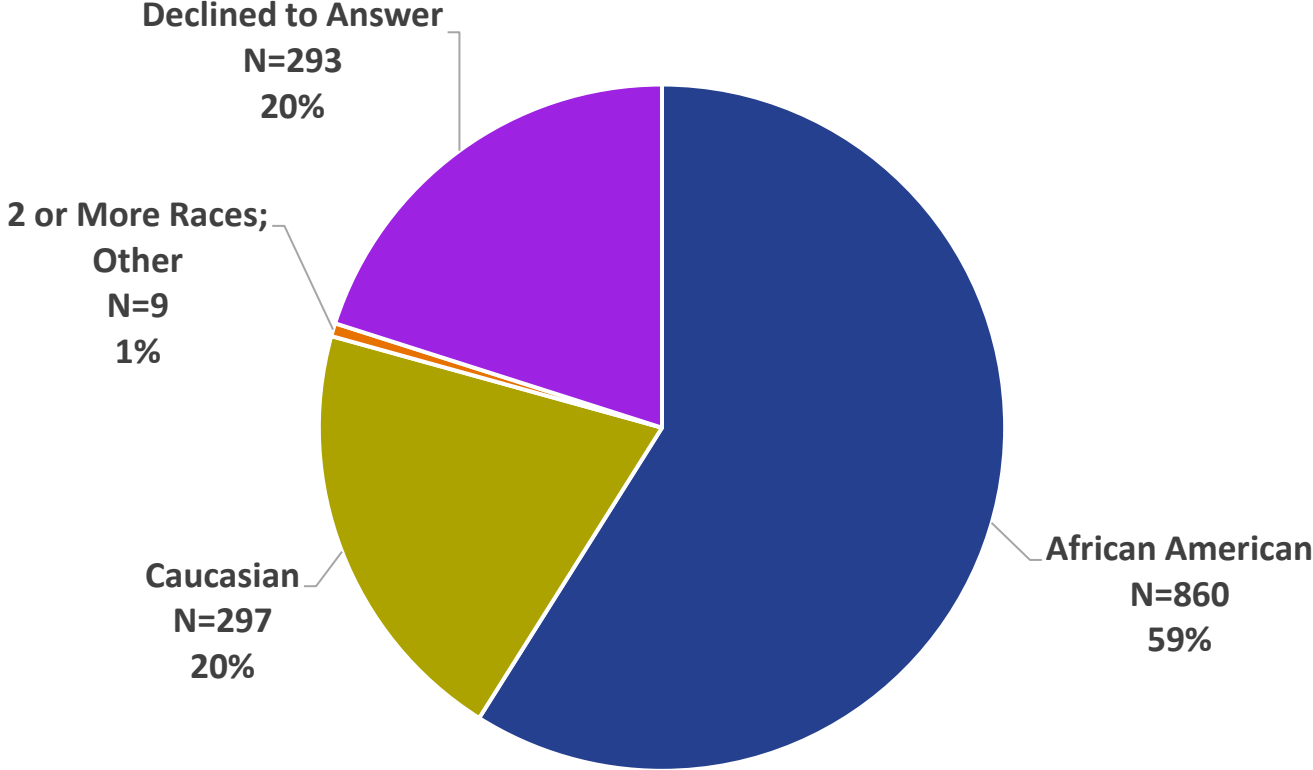


*Total does not include estimated \$232,140 in outstanding expenses for 64 pending repairs/modifications and 50 pending utility payments.

PROGRAM DEMOGRAPHICS

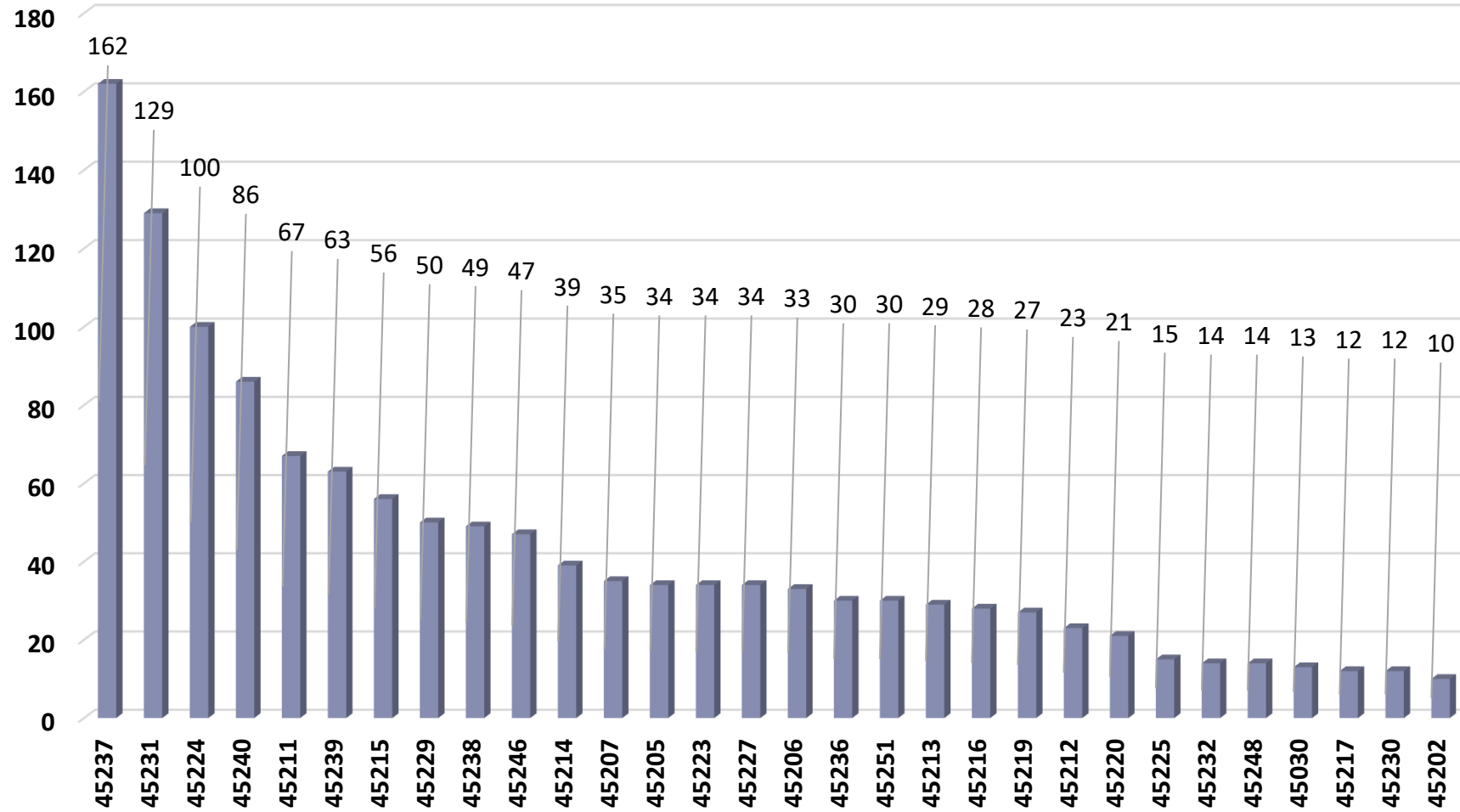


PROGRAM DEMOGRAPHICS



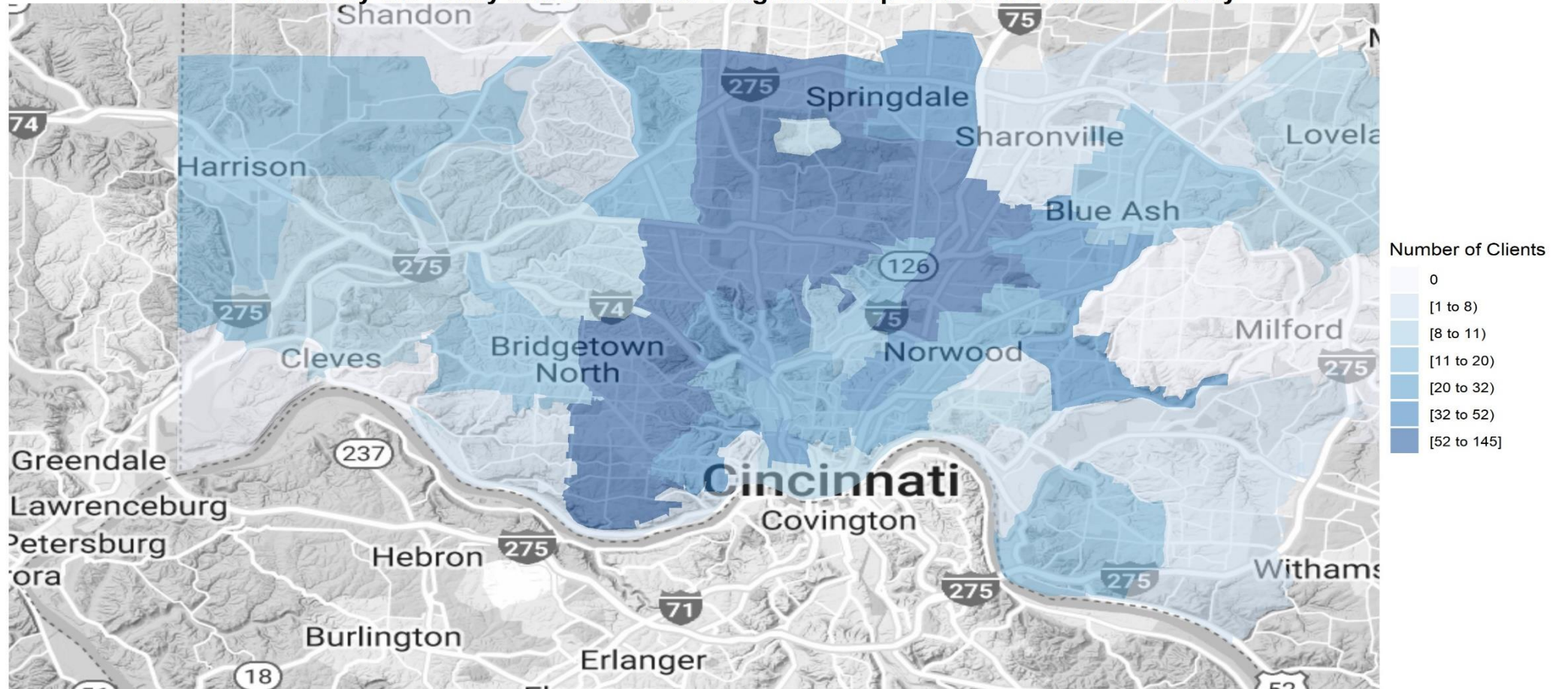
Race

TOTAL SERVED BY ZIP CODE



GEOGRAPHIC AREAS SERVED

Clients Served by the Utility and Home Mod Program in Zip Codes in Hamilton County



HOME REPAIR AND MODIFICATION LIMITATIONS

Home modification and repair costs have the potential to add up quickly. COA created guidelines for the Home Repair and Modification portion of this program to manage costs and serve as many individuals as possible.

- **Excluded roof repair and replacements:** These requests often lead to the identification of additional structural damage and other underlying issues that cannot be resolved with the repair/replacement.
- **Rental properties:** Some maintenance/repair requests are the responsibility of the landlord (grab bars, furnace repair, etc.). In this case, COA staff directed the applicant to contact their landlord about the repairs.
- **No repair needed:** If the contracted service provider did not identify a need for a repair or replacement, the request was not approved. An example of this may be an old water heater or furnace. The appliance may be old, but the contractor determines it is in good working order. This also applies to requests for repairs/replacement that are cosmetic in nature.

Instituting these guidelines will ensure the program can serve more eligible Hamilton County older adults with the tax dollars available.

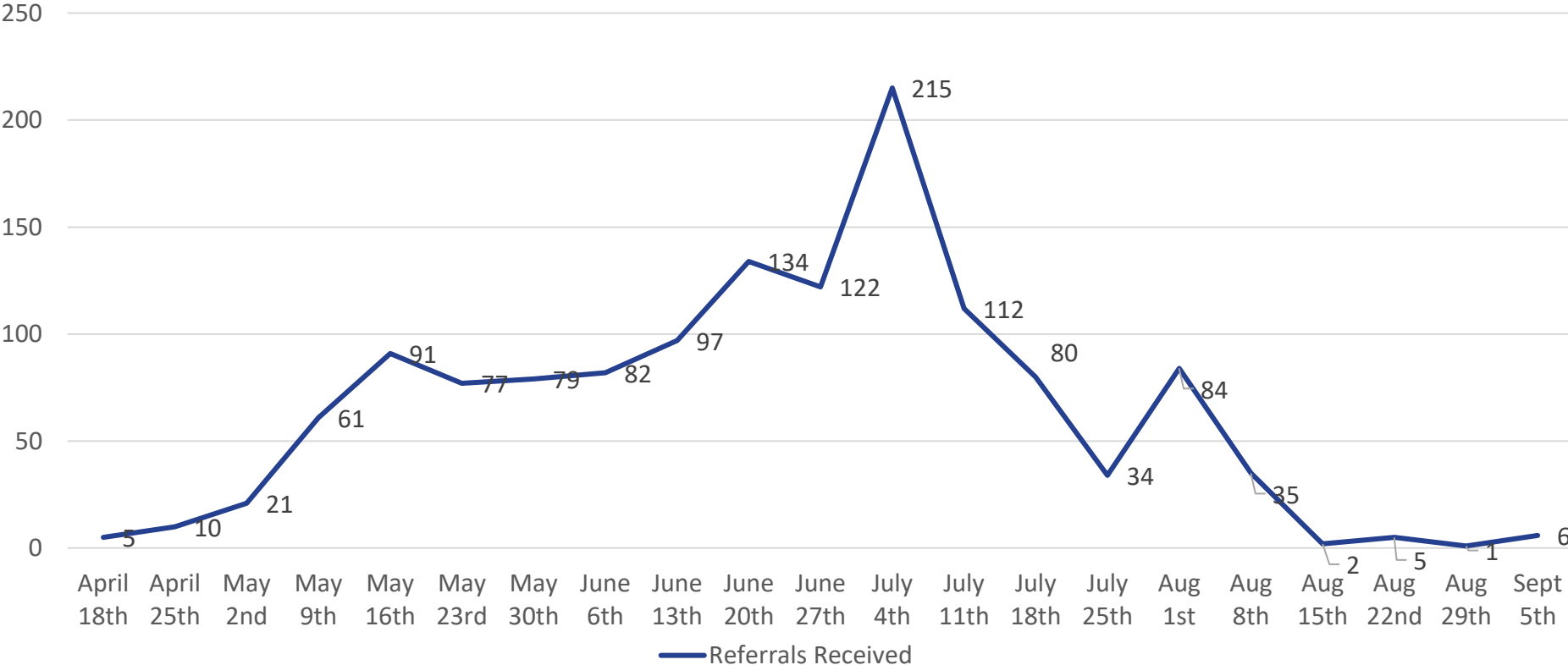
PROGRAM OUTREACH AND MARKETING

- Created a dedicated referral form for COA care managers, allowing quick identification of eligible older adults
- Posted printable applications on COA website, along with an electronic Google form – applications accepted by mail, email or online
- Established a dedicated phone queue for this project, receiving 3,726 phone calls
- Partnered with SOACT for grassroots community outreach, creating separate materials for use by the SOACT team

The image shows a screenshot of the COA website interface and a printed application form. The website header includes 'Questions', 'Responses 325', and 'Settings'. The main content area displays 'Section 1 of 3' and the title 'Hamilton County Utility and Home Modification Assistance'. Below the title, there is a thank-you message and a registration form. The printed form, titled 'Hamilton County Senior Home Modification Assistance Program', includes a registration form with fields for Full Name, Address, City, Zip, Date of Birth, Email, and Total Income of those living in household. It also features a section for race and ethnicity, a certification statement, and contact information for the Council on Aging. The form includes a disclaimer: 'The following information is gathered for grant reporting purposes only. Hamilton County and Council on Aging do not discriminate based on age, gender, race, color, religion (creed), sexual orientation, gender expression or identity, national or ethnic origin (ancestry), marital status, or disability. Leave blank if you prefer not to report.'

REFERRAL VOLUME

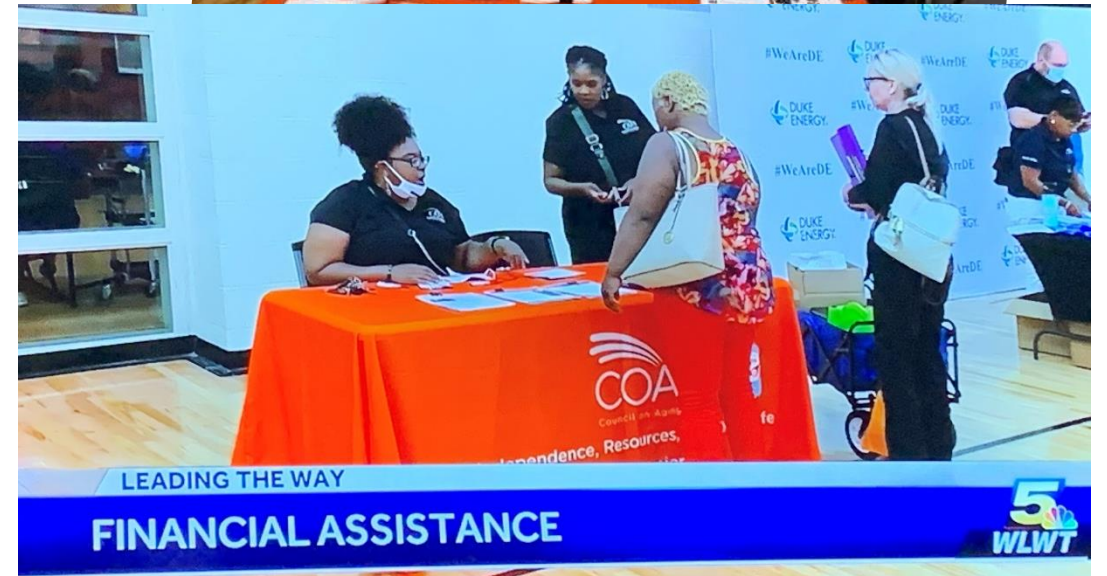
Referrals Received



PROGRAM OUTREACH AND MARKETING

COA participated in and led a variety of outreach activities to spread the word about the program across the county:

- Participated in county press conference May 5
- Participated in an event hosted by Hamilton County JFS June 25 at the Woodlawn Community Center
- COA Website and Newsletter
- Shared information with county senior centers
- Presented program information at the Mt. Healthy Town Hall
- Shared program information via CitiCable and Waycross Community Media
- Mailed information to 1,500 Hamilton County MyCare Ohio clients





OUTREACH AND MARKETING RESULTS

Referrals from SOACT: 65

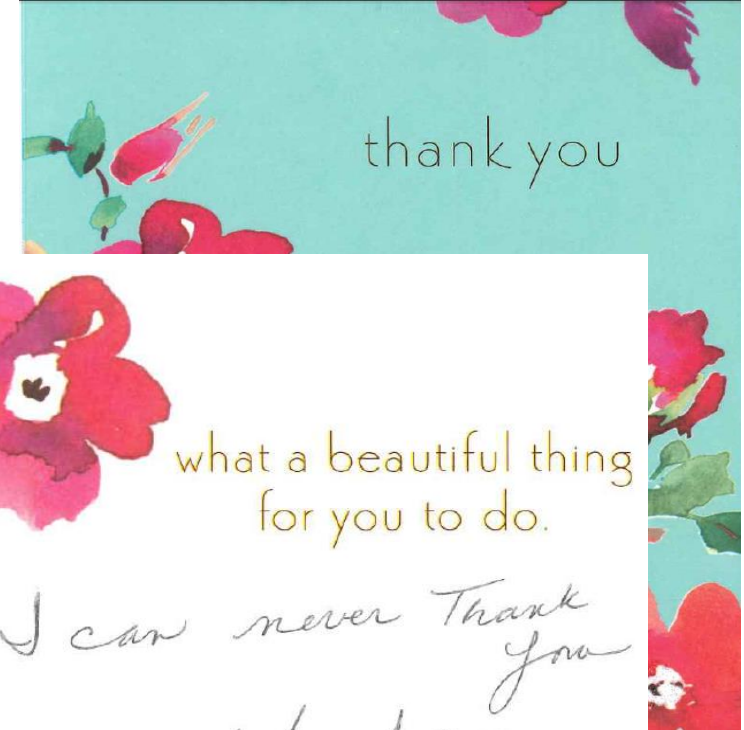
COA Website Referrals: 269

Referrals from COA Staff: 258

Total calls regarding program: 3,726

CLIENT FEEDBACK

- The electricians that came to my home were very courteous, professional, and treated my home with the utmost respect. They were fantastic at every single detail and left me with an overwhelming sense of newfound comfort knowing that my repairs were done right! I want to thank you for your patience, compassion, and willingness to explain the process and ultimately help me to achieve the repairs I needed so desperately - Kevin
- When I learned about the program it was perfect timing because my doctor recommended that I have grab bars installed. Much appreciative having the grab bars installed and I feel secure when I am in the shower. Thank You - Peggy
- I am on a fixed income I could not afford these bathroom repairs on my own - Carolyn
- Thank you to Anna for assisting me with finding a provider for my home repair- I really appreciate your help - Ruth
- Thank you for helping with my Cincinnati Water Works bill. I am very grateful for the payment to my bill - Theresa

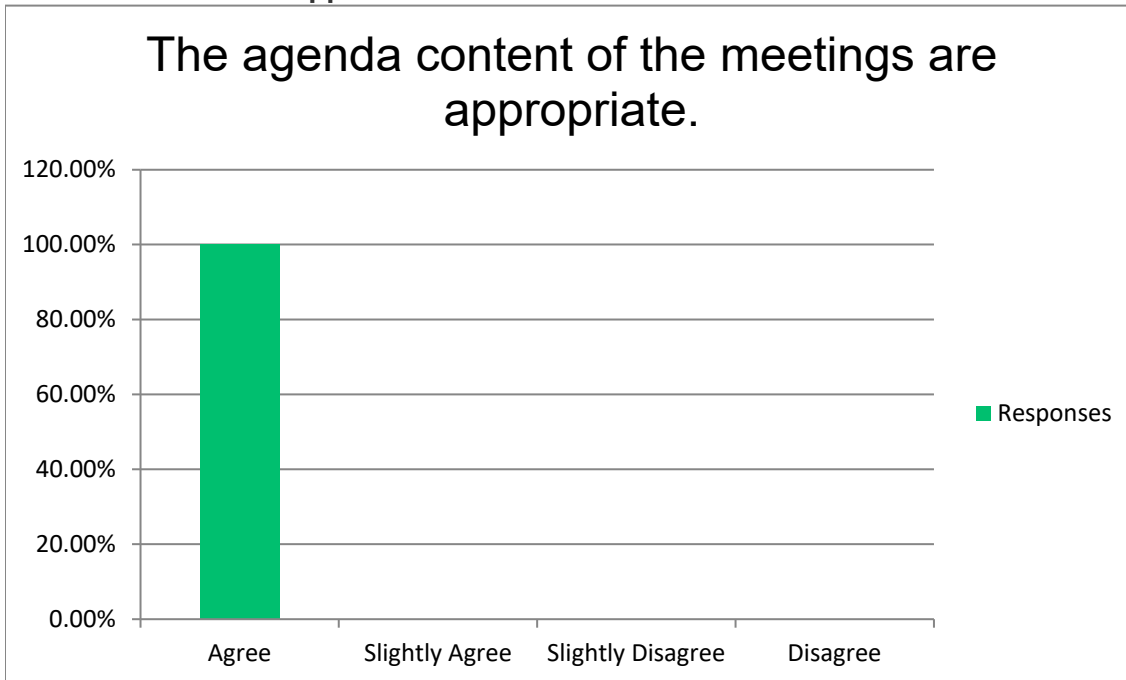


PROGRAM RECOMMENDATIONS

- Continue Home Modification Program on an annual basis based on available funding. Demand is high with a long-term impact of helping individuals remain independent at home.
- Phase out utility assistance portion of the program, serving individuals on the waitlist through 2022.
- Remain flexible with home modification program to be able to meet the identified need – no cost cap on individual amount.
- Use outside companies/contractors when COA provider network is unable to assist due to capacity or scope of work.
- Repeat requests from individuals should be assessed on a case-by-case basis. The individual may be able to receive additional home modification depending on emergency or critical need.
- Program will be added to Quarterly Reporting for Hamilton County Advisory Board.

Copy of HCESP Advisory Council Meeting Feedback Survey
The agenda content of the meetings are appropriate.

Answer Choices	Responses	
Agree	100.00%	4
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		4
Skipped		1



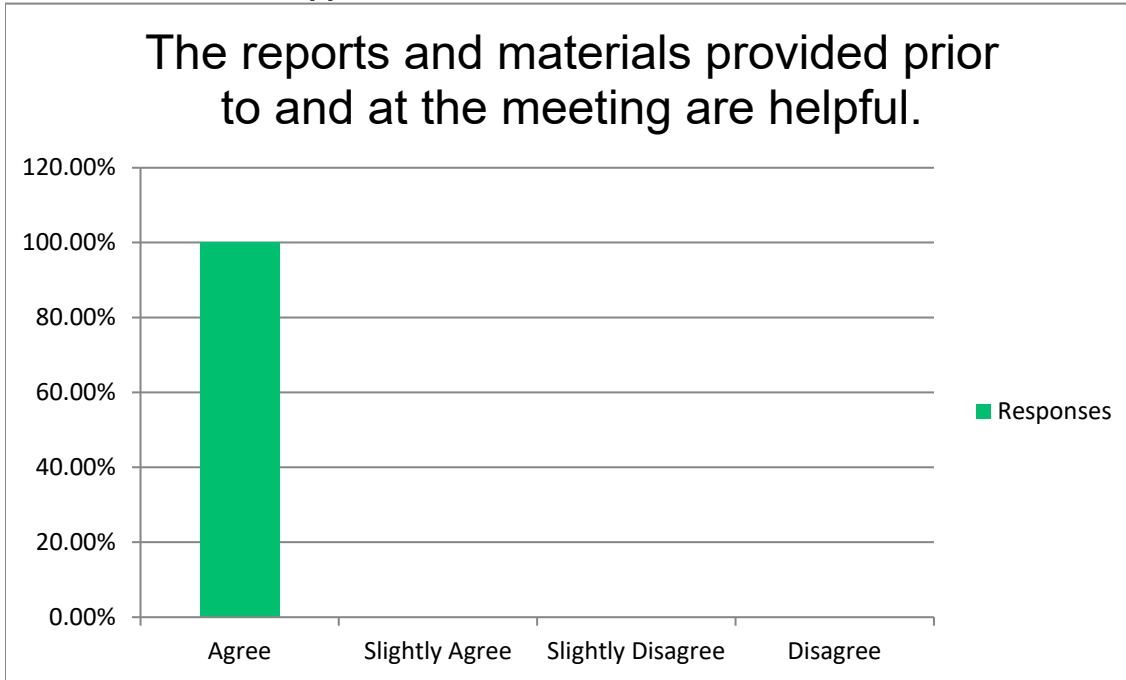
Copy of HCESP Advisory Council Meeting Feedback Survey
The meetings take the right amount of time.

Answer Choices	Responses	
Agree	100.00%	4
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		4
Skipped		1



Copy of HCESP Advisory Council Meeting Feedback Survey
The reports and materials provided prior to and at the meeting are helpful.

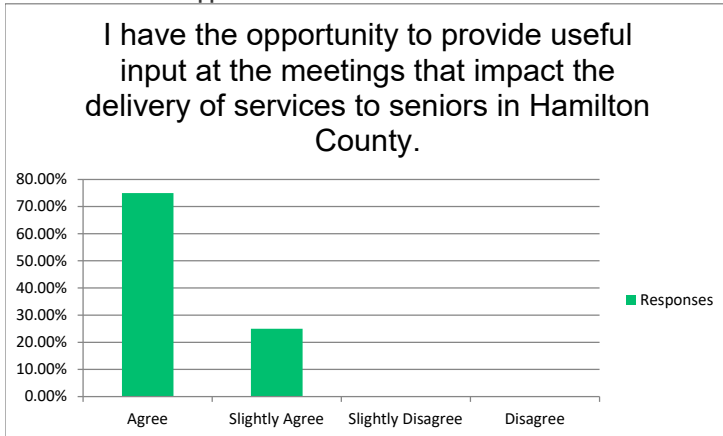
Answer Choices	Responses	
Agree	100.00%	4
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		4
Skipped		1



Copy of HCESP Advisory Council Meeting Feedback Survey

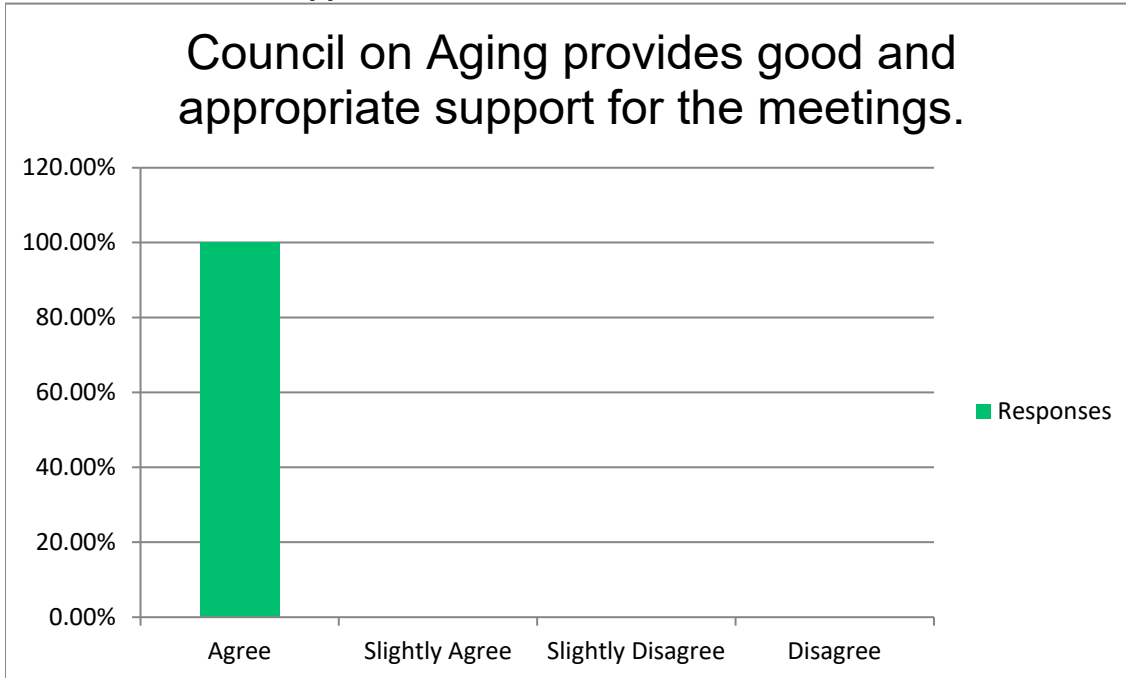
I have the opportunity to provide useful input at the meetings that impact the delivery of services to seniors in Hamilton County.

Answer Choices	Responses	
Agree	75.00%	3
Slightly Agree	25.00%	1
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		4
Skipped		1



Copy of HCESP Advisory Council Meeting Feedback Survey
Council on Aging provides good and appropriate support for the meetings.

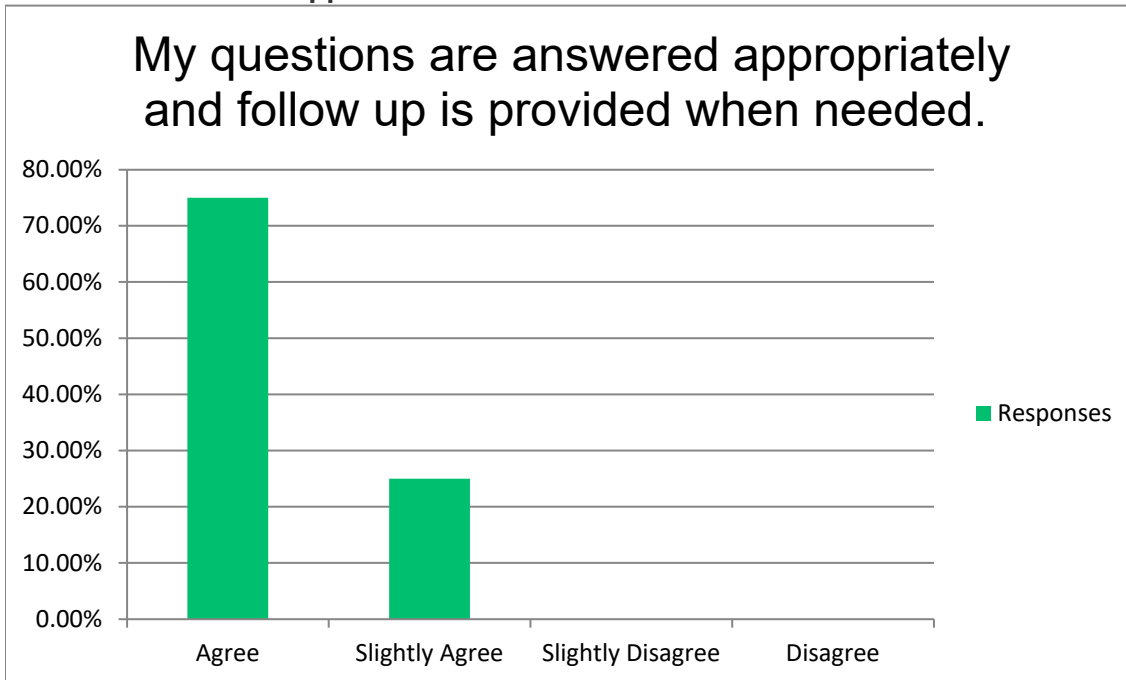
Answer Choices	Responses	
Agree	100.00%	4
Slightly Agree	0.00%	0
Slightly Disagree	0.00%	0
Disagree	0.00%	0
Answered		4
Skipped		1



Copy of HCESP Advisory Council Meeting Feedback Survey

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

Answer Choices	Responses	
Agree	75.00%	3
Slightly Agree	25.00%	1
Slightly Disagree	0.00%	0
Disagree	0.00%	0
	Answered	4
	Skipped	1



Q7 List what is working well.

Answered: 3 Skipped: 2

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

Q8 List what could be improved.

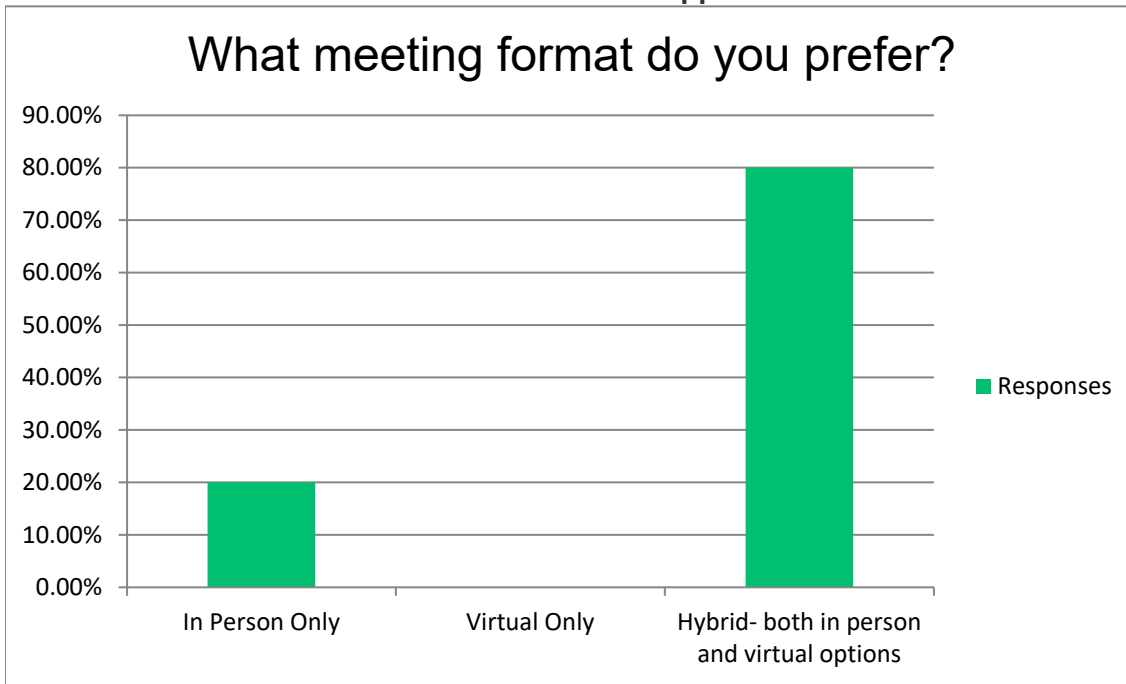
Answered: 3 Skipped: 2

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

Copy of HCESP Advisory Council Meeting Feedback Survey

What meeting format do you prefer?

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



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

Client Census:

- Program year 2022 – is projected to end the program year with 5,593 (Fast Track 137 Clients and Traditional ESP 5,456). This represents a net growth of 256 clients (or 4.6%) for the year.
- Program year 2023 – is projected to increase to 5,829. This is an increase of 236 clients (4.2%). This projection is based on population growth at a 31.6% market penetration rate.

Tax Levy Revenue:

- The amount of Tax levy money needed in 2023 is \$26.5 million, which is an increase of \$2.7 million or 11% when compared to the 2022 projected spending.

Client Co-payment & Donations

- Are projected to be \$676,284 in 2023, which is an increase from the current amount of \$180,847 for 2022 projected spending. Donations are collected for home delivered meals. Donations are projected to be \$1,576 in 2023. This is an increase of \$112 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 \$344,104 from ARPA in 2023, which will increase our total funding in this area to \$1.9 million.

Provider Services:

We are projecting a growth of 14.8% 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:

- Spending is projected to grow to \$150,466 in 2023, which is an increase of \$4,382 (3%) from 2022 projected spending.

Transportation Coordination:

- Spending is projected to grow to \$320,273 in 2023, which is an increase of \$121,273 (61%) from 2022 projected spending. The increase is driven by the full implementation of transportation coordination for all clients in Hamilton County ESP.

Case Management:

- Budget amount reflects the staffing needs based on the number of clients in the program.

Utility and Home Modification Program:

- This is funding for seniors in Hamilton County who need critical or minor repairs done to their house to enable them to remain safe in their homes. It also includes a utility assistance benefit up to \$500 per eligible individual.

COA Administration:

- Budget amount is based on a 6.5% rate in our contract with Hamilton County. It is based on 6.5% of the combined services of intake, transportation coordination, case management, and provider services.

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

			<u>% Change</u>		
	<u>2023 Proposed Budget</u>	<u>2022 Budget</u>	<u>2022 Projected</u>	<u>2023 Budget to 2022 Projected</u>	<u>2023 Budget to 2022 Budget</u>
Revenue					
Hamilton County Levy					
Levy Appropriations	\$ 26,500,000	\$ 24,864,221	\$ 23,827,756	11.2%	6.6%
Total County Levy Funding	<u>26,500,000</u>	<u>24,864,221</u>	<u>23,827,756</u>	<u>11.2%</u>	<u>6.6%</u>
Client Co-Payment	676,284	431,971	495,438	36.5%	56.6%
Client Donations	1,576	5,424	1,465	7.6%	-70.9%
Title III and State Funding	1,945,939	1,211,368	2,778,763	-30.0%	60.6%
Total Revenue	\$ 29,123,799	\$ 26,512,984	\$ 27,103,420	7.5%	9.8%
Expenses					
Client Services					
Intake & Assessment	\$ 150,466	\$ 127,958	\$ 146,084	3.0%	17.6%
Transportation Coordination	\$ 320,273	\$ 155,504	\$ 199,000	60.9%	106.0%
FTH Case Management	\$ 1,062,307	\$ 1,016,747	\$ 1,031,366	3.0%	4.5%
Care Management	\$ 4,367,001	\$ 3,785,129	4,323,807	1.0%	15.4%
Provider Services	\$ 20,946,243	\$ 19,809,483	18,248,964	14.8%	5.7%
Utility and Home Mod Program	\$ 500,000		1,500,000	-66.7%	0.0%
Total Client Services	<u>27,346,290</u>	<u>24,894,821</u>	<u>25,449,221</u>	<u>7.5%</u>	<u>9.8%</u>
COA Administration	<u>1,777,509</u>	<u>1,618,163</u>	<u>1,654,199</u>	<u>7.5%</u>	<u>9.8%</u>
Total Expenses	\$ 29,123,799	\$ 26,512,984	\$ 27,103,420	7.5%	9.8%

<p>Average Daily Census for 2023 is projected to increase by 4.2% from 2022 year end Projections Inflation is causing a higher than normal increase to the cost of Provider Services</p>
