

AGENDA

WCESP Advisory Council Meeting

March 11, 2026 | 9:30 am – 11:00 am

406 Justice Drive, Lebanon OH 45036 – Room 350

<https://zoom.us/j/97620797015?pwd=EvLNFrV7wzy3sBFFZeAjb7FDba8bCH.1>

Meeting ID: 976 2079 7015 | Passcode: 336304

CALL TO ORDER	Dave Gully
APPROVAL OF MINUTES <ul style="list-style-type: none">❖ December 10, 2025, Minutes (Action Needed)	Dave Gully
QUARTERLY REPORTS <ul style="list-style-type: none">❖ Adult Protective Services❖ Program Dashboard & Financial Report❖ Program Update Report<ul style="list-style-type: none">○ 2025 Provider Monitoring Summary❖ Provider Quality Report	Kimberly Frick Judy Eschmann & Ronnie Spears Jennifer Heck Jennifer Heck
OLD BUSINESS <ul style="list-style-type: none">❖ Levy Update<ul style="list-style-type: none">○ Five-Year Levy Projections	Judy Eschmann Ronnie Spears
NEW BUSINESS <ul style="list-style-type: none">❖ Property Tax Advocacy Report❖ Updated Sliding Fee Scale (Action Needed)❖ Conflict of Interest & Confidentiality Forms	Nan Cahall Ronnie Spears Dave Gully
HEARING THE PUBLIC	Dave Gully
ADJOURNMENT	Dave Gully

NEXT MEETING

June 10, 2026

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, DECEMBER 10, 2025 @ 9:30 A.M.

ATTENDANCE

Members Present:	COA Staff:	Guests:
Paul Bernard Jerry Harrod Don Juszczuk Matt Nolan Martin Russell	Judy Eschmann Ronnie Spears Ken Wilson	Kim Frick Konnie Hansen Alena Speed
Excused:	Facilitator:	Scribe:
Kendra Couch Dave Gully Jeff Moore	Dave Gully	Christina Adams
Absent:		
n/a		

CALL TO ORDER

The September 10, 2025, meeting of the WCESP Advisory Council was called to order by Martin Russell at 9:34 a.m.

COA Leadership Changes

- ❖ Ken shared that Judy Eschmann has assumed day-to-day responsibility for the Elderly Services Program and will regularly attend the Advisory Council meetings to provide updates and information. Ken will continue to be involved in his new role and will attend the meetings from time to time.

APPROVAL OF MINUTES

Martin Russell asked for approval of the minutes from the September 10, 2025 meeting of the WCESP Advisory Council.

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

Second: Jerry Harrod seconded the motion.

Action: The September 10, 2025 minutes were unanimously approved as presented.

QUARTERLY REPORTS

Adult Protective Services

Kim Frick shared the Adult Protective Services (APS) report.

Sept: 50 new referrals, 16 of those were investigated. Information was sent to 2 referrals, 2 cases were sent to an Ombudsman, and there were 3 court hearings.

Oct : 46 new referrals, 12 of those were investigated. Information was sent to 7 referrals, 1 case was sent to an Ombudsman, and there were 3 court hearings.

Nov: 55 new referrals, 18 of those were investigated. Information was sent to 3 referrals, 2 cases were sent to an Ombudsman, and there were 3 court hearings.

APS has seen an increase in Publishers Clearinghouse and romance scams.

Program Dashboard & Financial Report (July-Sept 2025)

Judy provided an update on the 3rd quarter Program Dashboard (please see handout for full details). New ESP enrollments increased from 1944 at the end of the 2nd quarter to 1981 at the end of September. There were 21 new enrollments into Fast Track Home (FTH) and 480 enrollments into Medicaid programs. On January 1st, NextGen MyCare begins with four health plans; Anthem, Molina, CareSource and Buckeye. Buckeye will not be accepting new enrollments until January 2027. Aetna will no longer be an option. We have been preparing for the transition to NextGen MyCare over the past year. The Ohio Department of Medicaid has been working with the Area Agencies on Aging (AAAs) to ensure that no clients fall through the cracks and that there are no service disruptions. The number of clients receiving home care assistance increased this quarter as a result of staffing increases at home care agencies.

Konnie commented that at this time last year, there were over 200 clients waiting for home care service and currently there are only 77.

New enrollments into FTH declined in the 3rd quarter. This was due to both staffing issues, both vacancies and staff on leave. Those on leave have returned or are soon to return, and we have hired staff, so we expect to see an increase in the number of clients served next quarter. In the 3rd quarter, there were 2 clients who were assisted to use their Medicare Advantage Plan benefits. This was a cost savings of \$600 to the program. Year to date there has been a savings of \$5,700.

Ronnie reviewed the quarter 3 (July-Sept 2025) financial data. This is 9 months of actuals and 3 months of projections. We budgeted \$9.7M in tax levy appropriations and are projecting to spend \$9.7M. Operating expenses are 0.7% under budget and purchased services are over budget by \$2300. Overall, the program is at budget with a variance of 0.2%.

Program Update Report

Ronnie shared the Program Update report (please see handout for full details). The parent company of Guardian Medical Monitoring, Modivcare, filed for voluntary, court-supervised restructuring in order to reduce debt, improve stability, and continue delivering consistent, uninterrupted care. There has been no electronic monitoring system disruptions for ESP clients. The hold on Meals on Wheels of Southwest Ohio has been lifted, and they are actively accepting new referrals (Independent Living Assistance). The hold on referrals for Jantz's Medical Supply was lifted on October 8, 2025 and they are now accepting referrals for Home Medical Equipment.

Warren County issued \$17,120 in Senior Farmers Market Nutrition Program (SFMNP) benefits in 2025. The benefit redemption rate was \$7,832 which was lower than expected. Feedback has been given to the Ohio Department of Aging to develop a strategy for program improvement in 2026. A list of farmers markets in Warren County that participated in the SFMNP in 2025 was provided (see handout). Martin asked how a farmers market applies to participate in the program. He would like to provide this information to the city manager for the Lebanon Farmers Market. Ronnie will provide this information to Martin.

Action: Ronnie to provide information on the application process for a farmers market to participate in the SFMNP.

During 2026, COA may issue an RFP for Home Care Assistance (HCA) and/or Transportation. The evaluation plan for bids received from Home Care Assistance agencies includes three categories; financial analysis, organization and capabilities overview, and pricing.

OLD BUSINESS

Fixed Cost Sharing Implementation Update

Ken provided an update on the new fixed cost sharing process that was implemented on October 1st for new clients (see handout for full details). This new process provides clients with more predictable billing. This is also a more equitable process in determining a client's cost share amount. We will continue to monitor this process and will provide an evaluation report after one year of implementation.

NEW BUSINESS

Five-Year Levy Options & Projections

Ronnie reviewed the five-year levy options and projections (see handouts for details). At the end of the current levy cycle (2022-2026), we are predicting a \$3M fund balance which is 2.5-3 months of funding. We have seen a 3-5% increase in collections based on new construction in Warren County, so for the next levy cycle (2027-2030), we are conservatively estimating a 3-5% increase in collections each year. Based on this conservative estimate, if a levy renewal is passed in 2026, we will need to begin managed enrollment in 2027. Under managed enrollment, the eligibility criteria would require clients to be higher acuity, and we would therefore see a reduction in the census. Ken added that while there seems to be the need for an increase based on the financials, we are recommending a renewal without an increase. In 2026, we will look for ways to innovate in order to stretch the levy further through cost savings and possible changes in the program. Following discussion, it was agreed to take action on the recommendation for a levy renewal in 2026. Martin is going to ask Susan Walther to include a line regarding the senior levy being up for renewal when she presents the budget at the commissioners meeting next week. Based off of projections, a renewal is recommended with no additional ask.

Martin Russell requested a motion to make a recommendation to the Commissioners to move forward with a levy renewal in November 2026.

Motion: Matt Nolan made a motion to make a recommendation to the Commissioners to move forward with a levy renewal in November 2026.

Second: Jerry Harrod seconded the motion.

Action: It was unanimously agreed to make a recommendation to the Commissioners to move forward with a levy renewal in November 2026.

2026 Meeting Schedule

The 2026 meeting schedule was shared (see handout for details). Chris will be sending calendar invites.

HEARING FROM THE PUBLIC

No public attendees requested to be heard.

ADJOURNMENT

With no further business, Martin requested a motion to adjourn the meeting at 10:18 a.m.

Motion: Dr. Juszczuk made a motion to adjourn.

Second: Matt Nolan seconded the motion.

Action: The meeting was adjourned at 10:18 a.m.

NEXT MEETING

Tentatively March 11, 2026



**Warren County ESP
Program and Financial Report
Quarter 4, 2025 (October - December 2025)**



Warren County ESP
Quarter 4, 2025 (October - December 2025)
EXECUTIVE SUMMARY

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 4, 2024), census increased by 18 clients (from 1,981 to 1,999) or 0.91%.
- B. Compared to last Quarter (Quarter 3, 2025), census increased by 18 clients (from 1,981 to 1,999) or 0.91%.

2. Fast Track Home Census Trends

- A. Average Length of Stay decreased by -8 when compared to Quarter 3, 2025 (from 53 to 45).
- B. New Enrollments increased by 1 from Quarter 3, 2025 to Quarter 4, 2025 (from 33 to 34).
- C. Total clients who transferred to ESP from FTH decreased by -4 clients in Quarter 3, 2025 (from 19 to 15).

3. Financials

- A. Total Revenue: The amount drawn down from the levy in 2025 through the fourth quarter is \$9.7 million, and equivalent to the budgeted amount of \$9.7 million with no variance.
- B. Total Expenses: The total expenses in 2025 are \$10.3 million as compared to \$10.3 million in the budget. The variance as compared to budget is under by \$40,237 or 0.4%.
- C. Purchase Services: The expenses for in home services are lower by \$41,217 or 0.5% as compared to budget.

Quarter-End Census by Program

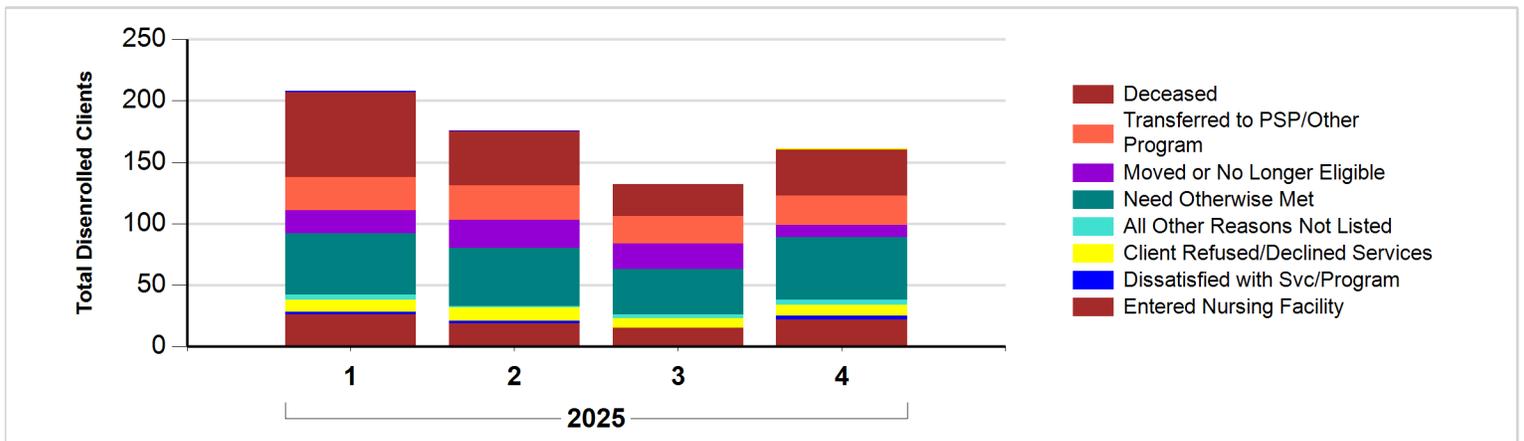
Year	2025			
Quarter	1	2	3	4
ESP	1,926	1,944	1,981	1,999
FTH	25	26	21	21
Medicaid Programs	458	474	480	502
Passport	62	69	80	83
Assisted Living	50	45	56	77
Molina	168	149	137	151
Aetna	178	211	207	191

Quarter-End Census, New Enrollments, and Disenrollments

Year	2025			
Quarter	1	2	3	4
Quarter-End Census	1,926	1,944	1,981	1,999
New Enrollments	154	189	158	174
Disenrollments	207	175	132	161

Disenrollment Outcomes

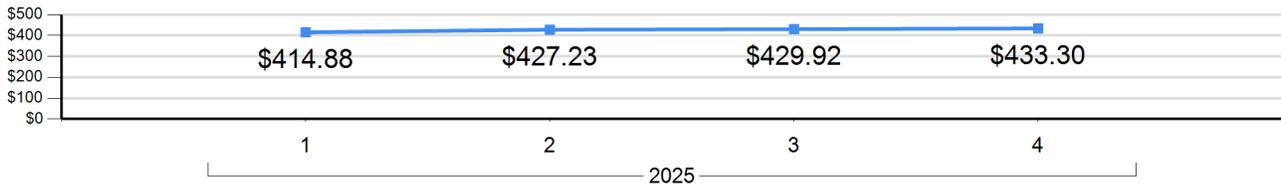
Year	2025			
Quarter	1	2	3	4
Client Refused/Declined Services	10	11	8	10
Deceased	69	44	26	37
Dissatisfied with Svc/Program	2	2	0	3
Entered Nursing Facility	26	19	15	22
Moved or No Longer Eligible	19	23	21	10
Need Otherwise Met	50	47	37	51
Transferred to PSP/Other Program	27	28	22	24
All Other Reasons Not Listed	4	1	3	4
Total	207	175	132	161





Warren County ESP
Quarter 4, 2025 (October - December 2025)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group¹

Year	2025			
Quarter	1	2	3	4
Adult Day Service	19	25	19	17
Consumer Directed Care	99	91	85	79
Electronic Monitoring	1,013	1,023	1,041	1,047
Home Care Assistance	625	667	768	793
Home Delivered Meals	1,075	1,084	1,059	1,053
Home Medical Equipment	15	34	39	30
Home Modification	31	39	41	35
Laundry Service	99	100	100	103
Other Services	40	34	32	35
Transportation	185	185	188	178
All Services (Unduplicated)	2,137	2,124	2,114	2,161

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

Year	2025			
Quarter	1	2	3	4
Adult Day Service	352	490	398	287
Consumer Directed Care	7,220	7,626	7,662	6,537
Electronic Monitoring	2,773	2,985	3,018	3,006
Home Care Assistance	17,358	18,831	20,239	20,538
Home Delivered Meals	67,729	69,056	67,978	70,590
Home Medical Equipment	26	54	55	43
Home Modification	32	40	44	37
Laundry Service	794	974	945	873
Other Services	149	119	70	128
Transportation	1,693	1,702	1,808	1,583

Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Adult Day Service	\$21,813	\$42,105	\$33,895	\$24,853
Consumer Directed Care	\$150,231	\$143,549	\$148,509	\$139,347
Electronic Monitoring	\$54,376	\$59,063	\$61,198	\$61,792
Home Care Assistance	\$510,839	\$554,389	\$596,546	\$624,586
Home Delivered Meals	\$785,632	\$800,333	\$788,502	\$844,313
Home Medical Equipment	\$7,509	\$11,838	\$11,730	\$11,186
Home Modification	\$44,951	\$46,271	\$68,203	\$55,870
Laundry Service	\$35,680	\$39,394	\$39,358	\$34,288
Other Services	\$15,177	\$25,820	\$15,605	\$15,188
Transportation	\$138,606	\$144,489	\$152,076	\$131,670
All Services	\$1,764,813	\$1,867,252	\$1,915,620	\$1,943,092

Respite Services are included in Other Services. Q4 cost for service \$585. For Q3 and Q2 five clients received service at a cost of \$10,941.



Warren County ESP FTH
Quarter 4, 2025 (October - December 2025)
FAST TRACK HOME CENSUS TRENDS

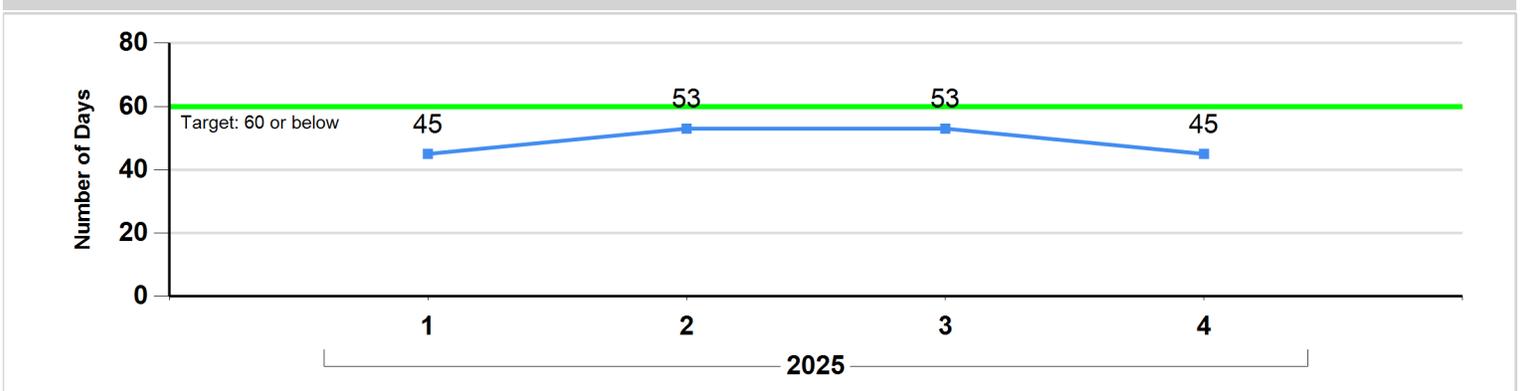
Total Clients Served, New Enrollments, Disenrollments

	2025			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	49	53	33	34
Disenrollments	41	53	40	34
Clients Transferred to ESP	23	32	19	15
	56.10%	60.38%	47.50%	44.12%

Enrollment by Setting

	2025			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	2	4	2	0
Miami Valley Hospital	1	0	0	0
Community	1	1	4	1
Mercy Hospital Network	1	0	0	2
Premier Health Atrium	3	2	1	4
The Christ Hospital	1	0	0	1
TriHealth Hospital Network	11	17	11	10
University of Cincinnati Hospital Network	11	9	5	3
Veterans Admin - VA	0	0	0	1
Other Hospital	12	6	5	9
Skilled Nursing Facilities	5	9	1	0
Rehabilitation Facilities	1	5	4	0
Not Captured	0	0	0	4
Total	49	53	33	35

Average Length of Stay





Warren County ESP FTH
Quarter 4, 2025 (October - December 2025)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	13	15	16	11
Home Care Assistance	16	30	22	20
Home Delivered Meals	28	38	35	21
Home Medical Equipment	4	26	7	8
Home Modification	4	7	5	2
Transportation	3	5	4	4
All Services (Unduplicated)	45	68	53	42

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

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	16	19	24	13
Home Care Assistance	123	261	195	204
Home Delivered Meals	602	1,137	956	625
Home Medical Equipment	4	37	11	11
Home Modification	4	9	5	2
Transportation	9	54	85	19

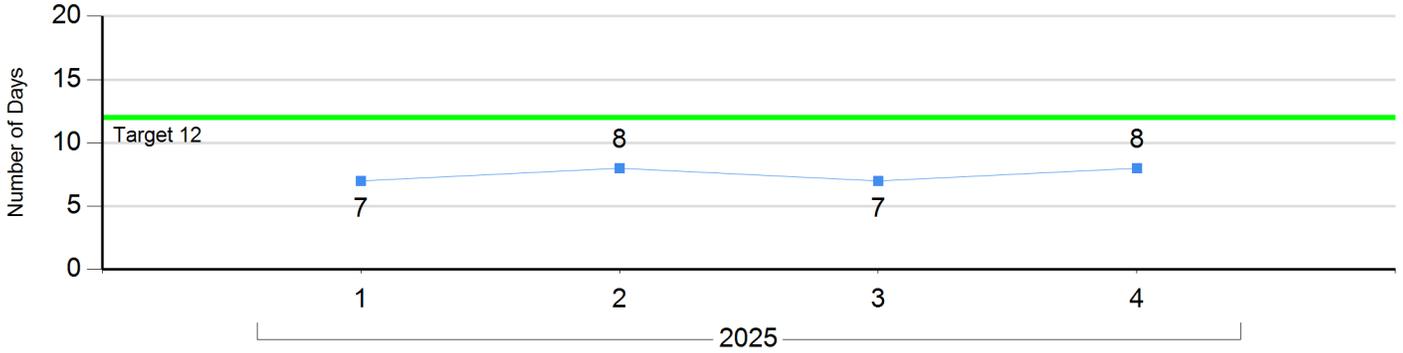
Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	\$264	\$334	\$528	\$259
Home Care Assistance	\$3,600	\$7,689	\$5,716	\$6,183
Home Delivered Meals	\$6,835	\$12,733	\$10,965	\$7,444
Home Medical Equipment	\$569	\$2,922	\$607	\$980
Home Modification	\$2,210	\$5,392	\$5,534	\$1,345
Transportation	\$614	\$2,752	\$3,884	\$1,036
All Services	\$14,092	\$31,822	\$27,234	\$17,247



Warren County ESP
Quarter 4, 2025 (October - December 2025)
Traditional ESP PERFORMANCE TRENDS

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2025	1	1,014	148	15%	66%	19%
2025	2	1,077	93	9%	77%	14%
2025	3	1,124	77	7%	79%	14%
2025	4	1,019	71	7%	82%	11%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	99.28%	99.40%	99.19%	99.52%
Good Choice of Meals Available	97.36%	98.32%	97.71%	99.31%
Distinct Clients Surveyed	448	356	344	285

Medical Transportation - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	99.36%	99.20%	97.26%	97.17%
Service Returns Client Home Promptly	99.29%	99.00%	96.43%	96.47%
Distinct Clients Surveyed	194	162	144	120

Home Care Assistance - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	97.51%	97.52%	97.60%	96.94%
Aide is Dependable	97.52%	96.53%	97.17%	95.17%
Distinct Clients Surveyed	280	258	283	295

¹ Beginning in Q4 2025, the measure for days taken to complete the initial assessment has been reconfigured. All previously reported data has been recalculated using the new scoring method to ensure consistency across reporting periods.



Warren County ESP
Quarter 4, 2025 (October - December 2025)
MEDICARE BENEFIT COST SAVINGS

Referrals				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Number of Clients Assisted	7	10	2	0
Over the Counter (OTC)	7	9	2	0

Number of Qualified Clients to Receive Service through Insurance				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	4	5	0	0
Medical Transportation	3	5	2	0

Total Cost Savings by Quarter				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Total Cost Savings(as of qtr. end date)	\$2,100	\$3,000	\$600	\$0

Year	2024	2025
Total Annual Cost Savings	\$9,600	\$5,700



Warren County ESP
Quarter 4, 2025 (October - December 2025)

FINANCIALS: Based on Actual Revenue & Expenses as of December 31st, 2025

	<u>Annual Expenses</u>	<u>Annual Budget</u>	<u>Budget Variance</u>	<u>Percent Budget Variance</u>
Revenue				
Tax Levy Appropriations	\$9,748,448	\$9,748,448	(\$0)	0.0%
Federal Funding				
Title III C2 - Home Delivered Meals	202,972	130,607	72,365	55.4%
Title III E - Caregiver Support	59,715	56,258	3,457	6.1%
Title III B - I&R	12,576	12,574	2	0.0%
Nutrition Services Incentive Program (NSIP)	21,338	132,522	(111,184)	-83.9%
Other Federal (ARPA)	0	0	0	0.0%
State Funding				
Alzheimer's	2,439	2,927	(488)	-16.7%
Senior Community Services	25,184	35,359	(10,175)	-28.8%
Interest				
Earned	20,839	16,523	4,316	26.1%
Client Contributions				
Client Donations	21,407	26,500	(5,093)	-19.2%
Co-Pays Received	187,022	180,456	6,565	3.6%
Total Revenue	\$10,301,939	\$10,342,176	(\$40,236)	-0.4%
Expenses				
Operating Expenses				
COA Administrative	\$628,757	\$631,213	\$2,456	0.4%
Intake & Assessment	106,691	120,081	13,390	11.2%
Care Management	1,826,446	1,854,240	27,794	1.5%
Fast Track Case Mgmt	158,874	114,254	(44,620)	-39.1%
Total Operational Expenses	\$2,720,768	\$2,719,788	(\$980)	0.0%
Purchased Services				
Home Care Services	\$2,307,890	\$1,817,345	(\$490,545)	-27.0%
Respite Services	11,527	12,000	474	3.9%
Consumer Directed Care	589,086	821,230	232,144	28.3%
Laundry Service	148,720	152,871	4,151	2.7%
Independent Living	34,210	28,480	(5,730)	-20.1%
Electronic Monitoring	237,812	206,043	(31,769)	-15.4%
Minor Home Modifications	229,775	271,533	41,758	15.4%
Major Housecleaning	21,705	21,072	(633)	-3.0%
Pest Control	3,385	19,452	16,067	82.6%
Home Medical Equipment	47,341	58,051	10,710	18.4%
Home Delivered Meals	3,256,757	3,426,294	169,537	4.9%
Adult Day Service	124,325	122,373	(1,952)	-1.6%
Adult Day Transportation	964	6,765	5,802	85.8%
Medical Transportation	567,676	658,879	91,203	13.8%
Gross Purchased Services	\$7,581,171	\$7,622,388	\$41,217	0.5%
Gross Program Expenses	\$10,301,939	\$10,342,176	\$40,237	0.4%
Client Census	2,020 *	2,040	20	1.0%
Cost of Services per Client	314.91	308.55	(6.36)	-2.1%

* Actual year end census

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, 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, Independent Living Assistance, Adult Day Transportation and Caregiver Support Services-Respite Care.
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. FTH Census Trends

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

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

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

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

7. Benefit Cost Savings:

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

Warren County Program Update Report

February 2026

Adult Day Services (ADS)

Northwest Adult Services is on hold from receiving new referrals and direct awards due to new ownership.

Emergency Monitoring Systems (EMS)

Guardian Press Release: Guardian is pleased to share that as of December 29, 2025, our parent company, Modivcare, has successfully emerged from its financial restructuring process and has begun Day One as a stronger, more sustainable organization. We entered this process with clear objectives, and we achieved them. Modivcare emerges on solid financial footing with the backing of seasoned investors who are committed to our success. We're proud to welcome new directors whose significant financial and strategic investments in Modivcare will help shape our future, alongside the continued guidance of many of our experienced Board members. Our focus moving forward is straightforward: continue delivering consistently for you today, while building the capabilities that will support your needs tomorrow. Your members are at the center of everything we do, and providing critical care has remained our top priority.

Environmental (ENV)

Go2-Pros Pest Control will receive a contract for pest control and chore services effective March 1, 2026. The agency uses liquid applications or heat treatments for bed bug removal and has staffing to provide trash removal, clutter reduction, and exclusion work to keep pests out of the home.

Home Care Assistance (HCA)

No changes since the last report

Home Delivered Meals (HDM)

No changes since the last report

Senior Farmers Market Nutrition Program (SFMNP)

Awaiting program details for 2026. Strategy for improvements has been discussed with the Ohio Department of Aging.

Home Medical Equipment (HME)

No changes since the last report

Independent Living Assistance (ILA)

MOW of SW Ohio is no longer on hold and actively accepting new referrals.

Minor Home Modifications (MHM)

HomeCare Mattress, Inc. has been placed on hold from receiving new referrals and direct awards due to new ownership.

Transportation (Transp)

No changes since the last report.

2025 Executive Provider Monitoring Summary

Provider List - Warren Co ESP	Frequency of SCR	2025 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed Within 30 days of Resolution?
A Best Home Care	Annual	9/16/2025	HCA	N/A	N/A		N/A
A Miracle Home Care	Annual	8/21/2025	HCA	N/A	N/A		N/A
Active Day Cincinnati	Annual	In Process	ADS/ADS-T				
Amaramedical Health Care Services	Annual	1/14/2025	HCA	N/A	N/A		N/A
American Ramp Systems	Bi-Ennial	11/12/2025	HME/MHM	N/A	N/A		N/A
AnswerCare LLC - Help at Home	Annual	7/9/2025	HCA	N/A	N/A		N/A
HomeCare Mattress, Inc.	Bi-Ennial	5/2/2025	HME/ENV	N/A	N/A		N/A
Arrow Heating Cooling and Home Maintenance, LLC	Annual	10/27/2025	HME/MHM	N/A	N/A		N/A
Custom Home Elevator	Bi-Ennial	7/31/2025	HME/MHM	N/A	N/A		N/A
Guardian Medical Monitoring	Bi-Ennial	11/24/2025	EMS	N/A	N/A		N/A
Help at Home - Prime Home Care	Annual	1/15/2025	HCA	Schedule of Question Cost	No		Yes
Home Care by Blackstone - Assisted Care by Blackstone	Annual	1/15/2025	HCA	N/A	N/A		N/A
Home First Non-Medical	Bi-Ennial	1/28/2025	ENV/HME	N/A	N/A		N/A
Interim HomeStyles of Greater Cincinnati	Annual	8/21/2025	HCA	N/A	N/A		N/A
Senior Helpers of Dayton	Annual	In Process	HCA				
Gabriel's Angels	Annual	6/26/2025	HCA	N/A	N/A		

Janz Medical Supply	Annual	10/8/2025	HME	Level 2 Sanction, with a hold on services until provider came into compliance	Yes	Regular meetings with provider, additional training for staff taking over program services	Yes
LCD Home Health Agency	Annual	7/14/2025	HCA	N/A	N/A		N/A
MedAdapt Ltd.	Bi-Ennial	5/21/2025	MHM/ENV	N/A	N/A		N/A
Milt's Termite & Pest Control	Bi-Ennial	7/14/2025	ENV	N/A	N/A		N/A
Nova Home Care Company	Annual	10/8/2025	HCA	N/A	N/A		N/A
Otterbein Lebanon Adult Day Service	Annual	In Process	ADS/ADS-T				
PWC dba People Working Cooperatively, Inc.	Bi-Ennial	5/1/2025	MHM/HME/ENV	N/A	N/A		N/A
Senior Helpers of Southern Ohio	Annual	In Process	HCA				
Restoration Adult Day Services LLC	Annual	(Pre-cert) 3/31/25	ADS/ADS-T	N/A	N/A		N/A
Warren County Community Services	Annual	2/11/2025	CM/HDM/Transp	N/A	N/A		N/A
Margaret's Hearts Adult Day Services	Annual	(Pre-cert) 4/22/25	ADS/ADS-T	N/A	N/A		N/A
Vebcom Adult Day	Annual	(Pre-cert) 7/9/25	ADS/ADS-T	N/A	N/A		N/A
Wesley dba Meals on Wheels of Southwest OH & Northern KY	Annual	3/21/2025	HDM	N/A	N/A		N/A

SERVICE KEY
ADS = Adult Day Services
ADS Transp = Adult Day Transportation
CM = Care Management
ERS = Emergency Response System
ENVIR-Chore = Environmental-Chore
ENVIR-Pest = Environmental-Pest Control
HCA = Home Care Assistance
HDM = Home Delivered Meals
ILA = Independent Living Assistance
MHM = Minor Home Modifications
Transp = Transportation

2026 Provider Monitoring Schedule

WARREN COUNTY ESP PROVIDER MONITORING SCHEDULE
 (Please find below the list of Warren County Providers of ESP Services
 and the tentative dates for annual review for 2026.)

Warren County ESP Providers	Review Type	Tentative Review Date
Otterbein Lebanon Adult Day Service	Annual	June 2026
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	August 2026
Senior Helpers of Dayton	Annual	September 2026
Active Day Cincinnati	Annual	May 2026
Warren County Community Services	Annual	February 2026
Home Care by Blackstone	Annual	February 2026
Margaret's Hearts Adult Day Services	Annual	February 2026
Wesley dba Meals on Wheels of Southwest OH & Northern KY	Annual	March 2026
VEBCOM LLC – Adult Day Services	Annual	April 2026
Stateline Medical Equipment	Biennial	May 2026
Tri-State Maintenance	Biennial	June 2026
Gabriel's Angels	Annual	June 2026
AnswerCare LLC dba Help at Home	Annual	July 2026
LCD Home Health Agency	Annual	July 2026
Meda-Care Transportation	Biennial	July 2026
A Miracle Home Care	Annual	August 2026
Interim HomeStyles of Greater Cincinnati @ Cincinnati	Annual	August 2026
Bayley Adult Day	Annual	August 2026
101 Mobility	Biennial	September 2026
A Best Home Care	Annual	September 2026
Warren County Care Management	Annual	September 2026
Nova Home Care Company	Annual	October 2026
Janz Medical Supply (fka Mullaney's)	Annual	October 2026
Arrow Heating Cooling and Home Maintenance, LLC	Annual	October 2026
Restoration Adult Day Services LLC	Annual	December 2026

Amaramedical Health Care Services	Annual	January 2026
Prime Home Care dba Help at Home	Annual	January 2026

2026 Request for Proposal (RFP) Schedule

COA is publishing the following RFPs during 2026:

- Home Care Assistance, Quarter Two
- Transportation Services, Quarter Two

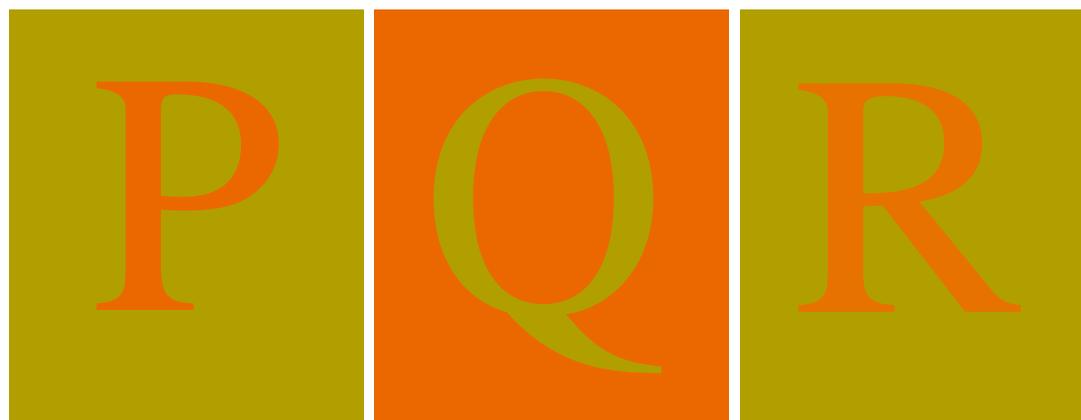
We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this year.

The RFP evaluations will have 3 categories:

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



Warren County



Provider Quality Report

Quarter 4, 2025



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Provider Quality Report: Introduction

Warren County ESP

General Information:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year. (e.g. Quarter 1 is Jan. through March).
- Market Share values represent each provider's contribution to the services performed within a county during a given quarter. The total number of service units billed for the quarter is divided among all active providers, showing the percentage of units each provider contributed to the quarter's overall billed units.

Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

SASI Scoring:

SASI scores consist of smaller sample sizes which may impact providers' scores.



Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Heavenly Helpers	Home Care Assistance	7/5/2024
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
AnswerCare LLC	Home Care Assistance	6/9/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio, Kosher Meals	Home Delivered Meals	6/2/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
Vebcom LLC	Adult Day Service	8/7/2025

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025 - 10/8/2025



Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	219	184	588	439	352	479	397	287	2,944
Restoration Adult Day Services, LLC	0	0	0	0	0	11	1	0	12
Total Billable Units	219	184	588	439	352	490	398	287	2,956

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Otterbein Lebanon Adult Day Service	100.00%	100.00%	100.00%	100.00%	100.00%	97.76%	99.75%	100.00%
Restoration Adult Day Services, LLC	0	0	0	0	0	2.24%	0.25%	0
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	17	15	25	21	19	24	18	17	20
Restoration Adult Day Services, LLC	0	0	0	0	0	1	1	0	1
Total Distinct Clients Served	17	15	25	21	19	25	19	17	16



Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	7,373	10,177	8,706	8,240	7,220	7,626	7,662	6,537	63,541
Total Billable Units	7,373	10,177	8,706	8,240	7,220	7,626	7,662	6,537	63,541

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	112	116	106	106	98	91	85	79	99
Total Distinct Clients Served	112	116	106	106	98	91	85	79	99



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
A Best Home Care, Inc.	139	419	485	539	587	744	724	603	4,239
A Miracle Home Care	10,814	10,733	11,437	12,974	13,087	14,164	15,413	15,629	104,250
AnswerCare LLC	0	0	0	0	0	0	192	368	559
Assisted Care by Black Stone of CIN	1,813	1,493	1,519	1,331	1,389	1,372	1,280	1,350	11,545
Gabriels Angels Homecare, LLC	0	0	15	2	0	0	0	0	17
Heavenly Helpers	123	0	0	0	0	0	0	0	123
Interim Healthcare of Cincinnati Homestyles	329	342	433	338	378	433	444	370	3,066
Nova Home Care	68	179	118	113	175	279	420	360	1,710
Prime Home Care, LLC	98	104	107	102	114	131	145	122	922
Quality Care	291	198	35	102	178	220	218	221	1,463
Senior Helpers of Dayton	0	0	5	6	0	0	0	3	14
SH of Southern Ohio LLC	1,523	1,380	1,402	1,399	1,319	1,314	1,209	1,353	10,899
Superior Home Care, Inc.	103	83	139	136	132	176	197	160	1,125
Total Billable Units	15,300	14,930	15,694	17,040	17,358	18,831	20,239	20,538	139,930

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0.91%	2.81%	3.09%	3.16%	3.38%	3.95%	3.57%	2.94%
A Miracle Home Care	70.68%	71.89%	72.88%	76.14%	75.39%	75.21%	76.15%	76.10%
AnswerCare LLC	0	0	0	0	0	0	0.95%	1.79%
Assisted Care by Black Stone of CIN	11.85%	10.00%	9.68%	7.81%	8.00%	7.28%	6.32%	6.57%
Gabriels Angels Homecare, LLC	0	0	0.09%	0.01%	0	0	0	0
Heavenly Helpers	0.80%	0	0	0	0	0	0	0
Interim Healthcare of Cincinnati Homestyles	2.15%	2.29%	2.76%	1.98%	2.18%	2.30%	2.19%	1.80%
Nova Home Care	0.44%	1.20%	0.75%	0.66%	1.01%	1.48%	2.07%	1.75%
Prime Home Care, LLC	0.64%	0.70%	0.68%	0.60%	0.66%	0.69%	0.71%	0.59%
Quality Care	1.90%	1.33%	0.22%	0.60%	1.03%	1.17%	1.08%	1.08%
Senior Helpers of Dayton	0	0	0.03%	0.04%	0	0	0	0.01%
SH of Southern Ohio LLC	9.96%	9.24%	8.93%	8.21%	7.60%	6.98%	5.97%	6.59%
Superior Home Care, Inc.	0.67%	0.56%	0.89%	0.80%	0.76%	0.93%	0.97%	0.78%
Total Market Share	100.00%							



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	6	7	11	17	18	30	23	16	16
A Miracle Home Care	403	389	395	435	446	478	554	584	461
AnswerCare LLC	0	0	0	0	0	0	17	16	17
Assisted Care by Black Stone of CIN	51	40	42	40	40	36	37	35	40
Gabriels Angels Homecare, LLC	0	0	6	1	0	0	0	0	4
Heavenly Helpers	13	0	0	0	0	0	0	0	13
Interim Healthcare of Cincinnati Homestyles	11	16	17	17	20	18	18	16	17
Nova Home Care	10	10	8	10	12	14	21	15	13
Prime Home Care, LLC	2	2	3	3	3	3	4	3	3
Quality Care	15	13	9	12	10	9	12	14	12
Senior Helpers of Dayton	0	0	1	1	0	0	0	1	1
SH of Southern Ohio LLC	52	55	60	56	67	65	69	80	63
Superior Home Care, Inc.	7	6	12	13	11	17	16	15	12
Total Distinct Clients Served	570	538	564	605	627	670	771	795	64



Provider Quality Report: Service Metrics

Warren County ESP

Emergency Response

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	2,651	2,726	2,746	2,840	2,706	2,905	2,933	2,925	22,429
Total Billable Units	2,651	2,726	2,746	2,840	2,706	2,905	2,933	2,925	22,429

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	958	934	931	1,003	990	998	1,016	1,019	981
Total Distinct Clients Served	958	934	931	1,003	990	998	1,016	1,019	981



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Mayerson JCC (Jewish Community Center)	1,756	1,780	1,637	1,419	1,026	866	599	672	9,755
Meals on Wheels of SW Ohio and Northern Kentucky	3,345	3,510	3,616	3,885	3,648	3,894	4,399	4,220	30,517
Warren County Community Service	62,031	63,343	64,119	69,514	63,055	64,296	62,980	65,698	515,036
Total Billable Units	67,132	68,633	69,372	74,818	67,729	69,056	67,978	70,590	555,308

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	2.62%	2.59%	2.36%	1.90%	1.51%	1.25%	0.88%	0.95%
Meals on Wheels of SW Ohio and Northern Kentucky	4.98%	5.11%	5.21%	5.19%	5.39%	5.64%	6.47%	5.98%
Warren County Community Service	92.40%	92.29%	92.43%	92.91%	93.10%	93.11%	92.65%	93.07%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	32	35	30	26	20	18	11	12	23
Meals on Wheels of SW Ohio and Northern Kentucky	55	55	64	60	66	69	81	77	66
Warren County Community Service	996	988	1,019	1,021	995	1,000	972	968	995
Total Distinct Clients Served	1,083	1,078	1,113	1,107	1,081	1,087	1,064	1,057	361



Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	2	3	4	3	12
American Ramp Systems	11	13	23	11	9	4	5	2	78
Bernens Medical	4	6	8	5	1	0	5	0	29
Home First	14	23	8	5	3	17	25	18	113
HomeCare Mattress Inc.	1	3	0	0	0	0	2	0	6
Janz Medical Supply	0	0	7	5	5	14	0	1	32
Mullaney's Pharmacy & Home Health Care	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	10	9	30	6	6	10	7	14	92
Total Billable Units	42	54	76	32	26	48	48	38	364

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
101 Mobility Cincinnati	0	0	0	0	7.69%	6.25%	8.33%	7.89%
American Ramp Systems	26.19%	24.07%	30.26%	34.38%	34.62%	8.33%	10.42%	5.26%
Bernens Medical	9.52%	11.11%	10.53%	15.63%	3.85%	0	10.42%	0
Home First	33.33%	42.59%	10.53%	15.63%	11.54%	35.42%	52.08%	47.37%
HomeCare Mattress Inc.	2.38%	5.56%	0	0	0	0	4.17%	0
Janz Medical Supply	0	0	9.21%	15.63%	19.23%	29.17%	0	2.63%
Mullaney's Pharmacy & Home Health Care	4.76%	0	0	0	0	0	0	0
Stateline Medical Equipment	23.81%	16.67%	39.47%	18.75%	23.08%	20.83%	14.58%	36.84%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	1	1	2	1	1
American Ramp Systems	5	5	7	4	3	2	2	1	4
Bernens Medical	3	3	6	3	1	0	4	0	3
Home First	12	18	7	4	3	13	21	14	12
HomeCare Mattress Inc.	1	1	0	0	0	0	2	0	1
Janz Medical Supply	0	0	6	3	2	10	0	1	4
Mullaney's Pharmacy & Home Health Care	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	10	9	14	4	5	2	7	10	8
Total Distinct Clients Served	33	36	40	18	15	28	38	27	5



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	6	2	8
American Ramp Systems	0	0	0	0	0	1	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	3	2	3	2	0	1	2	13
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	1	1	1	7
Home First	21	20	10	14	17	16	15	16	129
HomeCare Mattress Inc.	0	1	0	0	1	1	1	0	4
MedAdapt Ltd.	7	9	10	7	6	11	13	7	70
Stateline Medical Equipment	5	3	2	4	1	1	5	3	24
Tri-State Maintenance	5	6	9	5	4	9	2	6	46
Total Billable Units	38	44	33	34	32	40	44	37	302

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
101 Mobility Cincinnati	0	0	0	0	0	0	13.64%	5.41%	
American Ramp Systems	0	0	0	0	0	2.50%	0	0	
Arrow Heating Cooling and Home Maintenance, LLC	0	6.82%	6.06%	8.82%	6.25%	0	2.27%	5.41%	
Custom Home Elevator & Lift Co. Inc.	0	4.55%	0	2.94%	3.13%	2.50%	2.27%	2.70%	
Home First	55.26%	45.45%	30.30%	41.18%	53.13%	40.00%	34.09%	43.24%	
HomeCare Mattress Inc.	0	2.27%	0	0	3.13%	2.50%	2.27%	0	
MedAdapt Ltd.	18.42%	20.45%	30.30%	20.59%	18.75%	27.50%	29.55%	18.92%	
Stateline Medical Equipment	13.16%	6.82%	6.06%	11.76%	3.13%	2.50%	11.36%	8.11%	
Tri-State Maintenance	13.16%	13.64%	27.27%	14.71%	12.50%	22.50%	4.55%	16.22%	
Total Market Share	100.00%								

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	5	2	4
American Ramp Systems	0	0	0	0	0	1	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	3	2	3	2	0	1	2	2
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	1	1	1	1
Home First	21	18	10	14	17	16	14	15	16
HomeCare Mattress Inc.	0	1	0	0	1	1	1	0	1
MedAdapt Ltd.	7	9	10	7	6	11	13	7	9
Stateline Medical Equipment	5	3	2	4	1	1	5	3	3
Tri-State Maintenance	5	6	9	5	3	8	2	6	6
Total Distinct Clients Served	38	42	33	34	31	39	42	36	6



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Meals on Wheels of SW Ohio and Northern Kentucky	3	42	37	43	53	40	19	73	310
Partners in Prime	34	39	49	57	58	60	45	47	387
Total Billable Units	37	80	85	100	112	100	64	120	697

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meals on Wheels of SW Ohio and Northern Kentucky	8.22%	52.02%	42.94%	42.75%	47.76%	40.35%	29.92%	61.04%
Partners in Prime	91.78%	47.98%	57.06%	57.25%	52.24%	59.65%	70.08%	38.96%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Meals on Wheels of SW Ohio and Northern Kentucky	7	12	13	18	19	11	15	19	14
Partners in Prime	12	12	13	13	14	15	14	12	13
Total Distinct Clients Served	19	24	26	31	33	26	29	31	14



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	5	0	3	3	1	2	0	1	15
Total Billable Units	5	0	3	3	1	2	0	1	15

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	100.00%	0	100.00%	100.00%	100.00%	100.00%	0	100.00%
Total Market Share	100.00%	0	100.00%	100.00%	100.00%	100.00%	0	100.00%

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	5	0	3	3	1	2	0	1	3
Total Distinct Clients Served	5	0	3	3	1	2	0	1	3



Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Milts Termite & Pest Control	11	9	5	13	8	14	6	7	73
Total Billable Units	11	9	5	13	8	14	6	7	73

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Milts Termite & Pest Control	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Milts Termite & Pest Control	5	4	3	4	5	6	3	4	4
Total Distinct Clients Served	5	4	3	4	5	6	3	4	4



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Meda-Care Transportation, Inc.	294	302	257	254	346	228	247	382	2,310
Universal Transportation Systems	2	0	0	0	0	0	0	0	2
Valley Transport LLC	312	384	380	326	290	240	235	174	2,341
Warren County Community Service	1,139	1,045	1,084	1,073	1,057	1,234	1,326	1,027	8,985
Total Billable Units	1,747	1,731	1,721	1,653	1,693	1,702	1,808	1,583	13,638

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	16.83%	17.45%	14.93%	15.37%	20.44%	13.40%	13.66%	24.13%
Universal Transportation Systems	0.11%	0	0	0	0	0	0	0
Valley Transport LLC	17.86%	22.18%	22.08%	19.72%	17.13%	14.10%	13.00%	10.99%
Warren County Community Service	65.20%	60.37%	62.99%	64.91%	62.43%	72.50%	73.34%	64.88%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Meda-Care Transportation, Inc.	34	28	36	36	39	35	35	36	35
Universal Transportation Systems	1	0	0	0	0	0	0	0	1
Valley Transport LLC	20	18	33	33	33	30	35	31	29
Warren County Community Service	113	112	118	109	113	120	120	111	115
Total Distinct Clients Served	168	158	187	178	185	185	190	178	57



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	2	1	5	1	8	2	15	2
A Miracle Home Care	167	197	181	180	183	192	194	158
AnswerCare LLC	0	0	0	0	0	0	3	4
Assisted Care by Black Stone of CIN	34	23	20	21	22	11	14	13
Heavenly Helpers	11	1	0	0	0	0	0	0
Interim Healthcare of Cincinnati Homestyles	4	4	6	7	13	10	3	8
Nova Home Care	3	3	6	4	3	4	5	4
Prime Home Care, LLC	2	0	2	2	0	2	1	0
Quality Care	9	6	5	3	5	4	4	2
Senior Helpers of Dayton	0	0	0	1	0	0	0	0
SH of Southern Ohio LLC	38	28	25	24	23	20	23	17
Superior Home Care, Inc.	2	3	6	7	3	3	3	5

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	7	14	10	13	8	4	8	2
Meals on Wheels of SW Ohio and Northern Kentucky	23	26	17	26	15	30	24	28
Warren County Community Service	408	377	433	428	437	327	318	258

Medical Transportation								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	19	26	26	29	29	18	23	18
Universal Transportation Systems	1	0	0	0	0	0	0	0
Valley Transport LLC	15	17	16	19	24	17	16	17
Warren County Community Service	87	81	70	80	92	70	47	54



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	89.0%	100.0%	99.2%	80.0%
A Miracle Home Care	95.6%	94.8%	97.5%	97.9%	98.8%	97.8%	98.3%	95.9%
AnswerCare LLC	No Data	65.0%	87.5%					
Assisted Care by Black Stone of CIN	92.5%	96.5%	96.2%	99.5%	99.0%	100.0%	97.8%	100.0%
Heavenly Helpers	95.3%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	71.7%	100.0%	82.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	90.0%	90.0%	No Data	80.0%	100.0%	No Data
Quality Care	86.5%	88.3%	75.5%	85.0%	85.5%	91.7%	97.5%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	96.9%	94.7%	94.4%	93.0%	93.6%	91.7%	93.0%	97.6%
Superior Home Care, Inc.	85.0%	96.7%	85.7%	97.1%	100.0%	100.0%	100.0%	96.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
A Miracle Home Care	97.8%	94.1%	97.5%	98.8%	100.0%	98.2%	97.5%	95.4%
AnswerCare LLC	No Data	50.0%	50.0%					
Assisted Care by Black Stone of CIN	87.5%	93.8%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	50.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	91.7%	90.5%	85.7%	100.0%	88.2%	84.2%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
A Miracle Home Care	95.9%	94.1%	96.4%	98.2%	99.4%	98.2%	97.4%	96.5%
AnswerCare LLC	No Data	0.0%	50.0%					
Assisted Care by Black Stone of CIN	86.4%	88.9%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	92.6%	88.5%	89.5%	90.5%	95.5%	82.4%	85.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
A Miracle Home Care	92.5%	89.2%	96.7%	96.6%	96.1%	96.8%	93.2%	89.8%
AnswerCare LLC	No Data	66.7%	75.0%					
Assisted Care by Black Stone of CIN	90.3%	100.0%	89.5%	100.0%	95.5%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	33.3%	100.0%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	66.7%	83.3%	40.0%	50.0%	80.0%	50.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	97.0%	96.4%	95.7%	91.7%	91.3%	85.0%	95.2%	82.4%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.8%	99.0%	98.9%	99.4%	100.0%	100.0%	100.0%	97.5%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.0%	97.9%	98.9%	98.9%	100.0%	98.4%	100.0%	98.1%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	95.8%	95.7%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	95.7%	96.4%	97.8%	97.2%	98.4%	97.9%	99.5%	96.8%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.5%	100.0%
Superior Home Care, Inc.	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.9%	97.9%	97.8%	98.3%	98.9%	97.9%	100.0%	98.1%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.7%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	40.0%	100.0%	92.3%	50.0%
A Miracle Home Care	95.5%	91.6%	97.4%	97.4%	97.8%	96.7%	99.3%	97.7%
AnswerCare LLC	No Data	0.0%	100.0%					
Assisted Care by Black Stone of CIN	76.9%	86.7%	94.1%	94.7%	95.0%	100.0%	77.8%	100.0%
Heavenly Helpers	80.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	33.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	0.0%	0.0%	No Data	0.0%	100.0%	No Data
Quality Care	66.7%	50.0%	20.0%	50.0%	75.0%	66.7%	75.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	85.2%	81.0%	93.3%	78.9%	88.2%	86.7%	87.5%	100.0%
Superior Home Care, Inc.	0.0%	66.7%	40.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.7%	92.8%	97.2%	97.2%	99.5%	97.4%	97.4%	92.9%
AnswerCare LLC	No Data	66.7%	100.0%					
Assisted Care by Black Stone of CIN	93.8%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	40.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	77.8%	66.7%	40.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	96.4%	95.8%	91.7%	91.3%	80.0%	95.5%	94.1%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	80.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	50.0%
A Miracle Home Care	93.3%	94.8%	96.1%	97.2%	98.4%	96.3%	99.0%	96.1%
AnswerCare LLC	No Data	66.7%	100.0%					
Assisted Care by Black Stone of CIN	90.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	83.3%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	93.9%	92.9%	95.8%	95.7%	91.3%	94.7%	91.3%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	66.7%	85.7%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	87.5%	98.2%	100.0%	100.0%	100.0%	100.0%	98.4%	93.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	99.0%	98.5%	98.6%	98.3%	99.1%	96.4%	100.0%
Warren County Community Service	99.0%	99.6%	99.5%	99.8%	99.3%	99.4%	99.4%	99.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	100.0%	99.2%	99.7%	99.5%	99.6%	99.6%	99.5%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.3%	96.2%	100.0%	96.2%	93.3%	100.0%	95.8%	100.0%
Warren County Community Service	98.0%	98.7%	98.4%	99.5%	98.8%	98.5%	98.7%	99.2%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%
Warren County Community Service	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	99.7%	99.5%	100.0%	100.0%	99.7%	99.3%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 0.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	100.0%	100.0%	100.0%	99.8%	99.7%	100.0%	99.6%

Do you have a good choice of meals?								
Historical Average: 93.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.3%	96.2%	88.2%	96.2%	93.3%	93.1%	87.5%	100.0%
Warren County Community Service	96.8%	98.7%	99.1%	99.3%	97.5%	98.8%	98.4%	99.6%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.8%	100.0%	100.0%	100.0%	99.1%	99.1%	99.7%	98.8%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	100.0%	99.5%	99.5%	99.8%	100.0%	99.7%	99.6%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	98.5%	96.8%	100.0%	100.0%	100.0%	98.3%	97.8%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	89.2%	94.3%	100.0%	100.0%	98.7%	100.0%	87.3%	88.0%
Warren County Community Service	99.8%	100.0%	99.8%	100.0%	99.3%	98.8%	100.0%	99.6%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	95.7%	100.0%	73.3%	86.7%
Warren County Community Service	98.8%	100.0%	98.5%	100.0%	97.8%	95.7%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	84.6%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	80.0%	86.7%
Warren County Community Service	98.8%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

Warren County ESP

Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question totaling 703 SASIs collected from October 1st, 2025 through December 31st, 2025 were aggregated for one calendar quarter by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 2, 2023 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score

WCESP Levy Projection

LATEST COA PROJECTION: Feb-2026

	Year 1 2022 Actual	Year 2 2023 Actual	Year 3 2024 Actual	Year 4 2025 Proj.	Year 5 2026 Proj.	5-Year Total
Revenue						
Beginning Fund Balance	12,195,096	5,200,246	5,278,613	4,989,244	3,845,980	12,195,096
Levy Revenue (Cash Basis)	71,084	8,331,771	8,722,100	8,750,251	9,056,510	34,931,715
<i>COA Levy Draw</i>	<i>6,939,681</i>	<i>8,088,921</i>	<i>8,870,540</i>	<i>9,748,448</i>	<i>10,174,112</i>	<i>43,821,702</i>
Title III and State Funding (Accrual Basis)	706,942	755,153	483,189	324,224	381,108	2,650,617
Client Donations (Accrual Basis)	24,988	23,418	20,671	21,407	20,602	111,086
Client Co-Payments (Accrual Basis)	120,021	186,452	169,804	187,022	199,035	862,333
Interest and Other Income	1,510	23,365	19,778	20,839	15,150	80,642
Total Revenue to support ESP	7,793,143	9,077,308	9,563,982	10,301,939	10,790,007	47,526,380
Total Available Revenue (incl. previous year carryover)	13,119,642	14,520,403	14,694,155	14,292,986	13,518,385	50,831,489
COA Operational Expenses						
Provider Services (Accrual Basis)	5,556,303	6,610,216	7,225,770	7,581,171	7,948,561	34,922,021
Healthy Aging Grant	-	-	(288,032)	-	-	(288,032)
Information & Assistance (Accrual Basis)	92,946	95,196	108,316	106,691	92,763	495,912
Care Management (Accrual Basis)	1,573,589	1,693,370	1,824,818	1,826,446	1,927,737	8,845,960
COA Program Management (Accrual Basis)	475,638	554,014	583,717	628,757	658,545	2,900,671
FTH CareMgmt (Accrual Basis)	94,667	124,511	109,393	158,874	162,402	649,847
Total COA Operational Expenditures	7,793,143	9,077,308	9,563,982	10,301,939	10,790,007	47,526,380
APS, Auditor/Treasurer/State Fees	98,942	134,818	140,929	145,067	149,329	669,085
WCCS Senior Isolation Program	27,311	20,004	-	-	-	47,315
Total Levy Expenditures	7,919,396	9,232,130	9,704,911	10,447,006	10,939,336	48,242,780
Actual & Estimated Fund Balance	\$ 5,200,246	\$5,278,613	\$4,989,244	\$3,845,980	\$ 2,579,048	2,579,048
Year Ending Client Census	1,887	1,985	2,001	2,020	2,045	
Estimated Clients served during the year	2,655	2,816	2,862	2,851	2,870	

Assumptions:

- 1) Traditional ESP census is based on linear trend projections; current market penetration level is 38.6%; growth 1 client/month through the end of 2026 (January actual grew by 7); FTH Census is projected to be 28/month on average (increased from 21 in prior year), based on historical averages and increased coverage in the county hospitals
 - 2) Title III and State Funding based on Area plan funding
 - 3) 2024 Levy Revenue was updated to the amount provided by county auditor for 2024 collections: \$8,722,100 - 2025 and 2026 collections are estimated to increase by 3.5% each year
 - 4) Case Management PMPM rate for 2025 used is \$77.42 PMPM; 2026 rate increase to \$77.40; Care Director usage for 22 licenses is included in Case Management in 2025 and 2026
 - 5) Intake is projected based on budgeted costs for 2026 (data supplied by county partner WCCS)
 - 6) HCA rates calculated based on cost per client (CPC); each October RFP rate increase percentages are being applied to CPC; There will be an RFP in 2026 for this service, with new rates applicable in Oct. We estimated 3% increase in rates; HCA service utilization in the county has increased significantly in 2025, 27.5% higher than the average utilization in 2024
 - 7) HDM rates were calculated based on CPC; each October RFP rate increase percentages are being applied to CPC;
 - 8) EMRS RFP in 2024 has successfully reduced rates by 20%, beginning with Oct 2024, which is reflected in lower cost actual and projected
 - 9) WCCS Senior Isolation program funding of \$60,000 was removed from the 2024, 2025 and 2026 projection
- In 2024, COA has received the Healthy Aging grant, in the amount of \$288,032, which is the amount allocated to Warren County. COA used this grant to reduce the Provider services cost to the county, and in effect have a lower Admin cost base, which reduced the Program Management cost to the county.

WCESP Levy Projection

LATEST COA PROJECTION: Feb-2026

	Year 1 2027 Proj.	Year 2 2028 Proj.	Year 3 2029 Proj.	Year 4 2030 Proj.	Year 5 2031 Proj.	5-Year Total
Revenue						
Beginning Fund Balance	2,579,048	1,482,994	751,832	535,427	858,103	2,579,048
Levy Revenue (Cash Basis)	9,373,488	9,701,560	10,041,114	10,392,553	10,756,293	50,265,008
<i>COA Levy Draw</i>	<i>10,335,877</i>	<i>10,310,866</i>	<i>10,128,706</i>	<i>9,939,429</i>	<i>9,756,528</i>	<i>50,471,405</i>
Title III and State Funding (Accrual Basis)	410,674	410,674	410,674	410,674	410,674	2,053,368
Client Donations (Accrual Basis)	17,394	16,483	15,722	14,986	14,254	78,840
Client Co-Payments (Accrual Basis)	232,360	222,595	212,696	202,788	192,880	1,063,318
Interest and Other Income	17,449	16,301	16,682	16,539	16,574	83,546
Total Revenue to support ESP	11,013,753	10,976,919	10,784,479	10,584,416	10,390,910	53,750,477
Total Available Revenue (incl. previous year carryover)	12,630,412	11,850,607	11,448,720	11,572,967	12,248,778	56,123,128
COA Operational Expenses						
Provider Services (Accrual Basis)	8,127,038	8,123,225	7,964,127	7,801,077	7,647,562	39,663,030
Information & Assistance (Accrual Basis)	95,546	98,412	101,365	104,405	107,538	507,266
Care Management (Accrual Basis)	1,941,406	1,915,218	1,885,762	1,852,864	1,816,346	9,411,596
COA Program Management (Accrual Basis)	672,201	669,953	658,208	645,997	634,187	3,280,546
FTH Provider Services and CareMgmt (Accrual Basis)	177,562	170,111	175,018	180,072	185,278	888,040
Total COA Operational Expenditures	11,013,753	10,976,919	10,784,479	10,584,416	10,390,910	53,750,477
APS, Auditor/Treasurer/State Fees	133,665	121,856	128,814	130,447	132,925	647,707
Total Levy Expenditures	11,147,418	11,098,775	10,913,293	10,714,863	10,523,835	54,398,184
Actual & Estimated Median Fund Balance	\$ 1,482,994	\$751,832	\$535,427	\$858,103	\$ 1,724,944	1,724,944
Year Ending Client Census	1,961	1,875	1,791	1,707	1,623	
Estimated Clients served during the year	2,895	2,811	2,725	2,641	2,557	

Assumptions:

- 1) Traditional ESP census projection reflects the estimated need for managed enrollment in the 2027-2031 cycle. We are estimating 84 fewer clients served each year, for a total of 420 fewer clients
- 2) Case Management is projected based on contracted rates with a 3% yearly increases (2025 rate is \$74.42/client/month); CareDirector licenses are included in the projected cost.
- 3) Intake is projected based on actual costs with a yearly increase of 3% each January
- 4) Title III and State Funding is projected to revert to pre-pandemic levels
- 5) Levy revenues are projected to be increase by 3.5% yearly, based on historical data
- 6) HCA and HDM rates are updated each October: rate increase percentages are being applied to CPC based on quoted RFP rates;



December 2025 Property Tax Advocacy Report

State Advocacy

Property Tax Senior Service Levies Impact

Ohio Gov. Mike DeWine signed a package of five property tax reform bills into law, marking what supporters call a “historic” effort to curb sharp increases in homeowners’ property taxes. Ohio’s newly enacted property tax package is projected to reduce property tax collections by **over \$2 billion in the next three years**. The package includes five bills that significantly reshape how property taxes are calculated, capped, and adjusted:

- **HB 335** – Limits revenue growth from inside millage by tying increases to inflation, requiring county budget commissions (CBCs) to adjust levy rates so revenue from rising property values cannot faster than the three-year cumulative inflation rate. Major impact on schools and inside milage rates. Limited potential impact to senior service fixed rate levies.
- **HB 309** – Allows CBCs to reduce voted levies beyond their first collection year if they determine the revenue would be “unnecessary” or “excessive.” This has limited potential impact to senior service fixed rate levies. None of our levies are carrying a balance/reserve greater than 6 months, so this is likely to not have an impact unless we built up a carryover balance that was too large. This has occurred a few times in our history in Butler and Warren Counties where a rollback and a tax holiday was approved by the county commissioners to decrease the fund balance. We also recently experienced underspending in levies during the pandemic when extra federal funding rolled in while many services saw reductions because of the shutdowns and limited workforce.
- **HB 129** – Changes the calculation of the 20-mill floor by counting fixed-sum “current expense” levies (including emergency and substitute levies) toward the floor beginning in tax year 2026. Impacts school funding only.
- **HB 186** – Caps revenue growth for districts at the 20-mill floor to inflation and applies this limit retroactively to tax years 2023 and 2024—an element raising concern about impacts on school funding. Impact school funding only.
- **HB 124** – Adjusts the Ohio Department of Taxation’s property valuation process, influencing how the other four bills operate. This has limited impact to senior service fixed rate levies. Although Senior Services Levies do not change with HB 124, property value changes influence how much tax revenue they produce

The package follows months of legislative work driven by public pressure over rising living costs and steep increases in residential property valuations. It also comes amid a separate citizen-led push for a constitutional amendment to eliminate property taxes entirely.

Further property tax reform is planned for the **2025–2026 legislative session**, emphasizing goals of making taxes lower and more predictable while sustaining local government resources.

2026 Sliding Fee Scale Effective 4/1/2026

	1 Person		2 People		3 People		4 People		5 People		6 People	
<i>FPL (100%) >>></i>	\$ 15,960		\$ 21,640		\$ 27,320		\$ 33,000		\$ 38,680		\$ 44,360	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 2,083	\$ -	\$ 2,824	\$ -	\$ 3,565	\$ -	\$ 4,307	\$ -	\$ 5,048	\$ -	\$ 5,789
10%	\$ 2,084	\$ 2,433	\$ 2,825	\$ 3,298	\$ 3,566	\$ 4,163	\$ 4,308	\$ 5,030	\$ 5,049	\$ 5,895	\$ 5,790	\$ 6,760
20%	\$ 2,434	\$ 2,784	\$ 3,299	\$ 3,774	\$ 4,164	\$ 4,764	\$ 5,031	\$ 5,756	\$ 5,896	\$ 6,746	\$ 6,761	\$ 7,736
30%	\$ 2,785	\$ 3,135	\$ 3,775	\$ 4,250	\$ 4,765	\$ 5,365	\$ 5,757	\$ 6,482	\$ 6,747	\$ 7,597	\$ 7,737	\$ 8,712
40%	\$ 3,136	\$ 3,486	\$ 4,251	\$ 4,726	\$ 5,366	\$ 5,966	\$ 6,483	\$ 7,208	\$ 7,598	\$ 8,448	\$ 8,713	\$ 9,688
50%	\$ 3,487	\$ 3,837	\$ 4,727	\$ 5,202	\$ 5,967	\$ 6,567	\$ 7,209	\$ 7,934	\$ 8,449	\$ 9,299	\$ 9,689	\$ 10,664
60%	\$ 3,838	\$ 4,188	\$ 5,203	\$ 5,678	\$ 6,568	\$ 7,169	\$ 7,935	\$ 8,660	\$ 9,300	\$ 10,150	\$ 10,665	\$ 11,640
70%	\$ 4,189	\$ 4,539	\$ 5,679	\$ 6,154	\$ 7,170	\$ 7,770	\$ 8,661	\$ 9,386	\$ 10,151	\$ 11,001	\$ 11,641	\$ 12,616
80%	\$ 4,540	\$ 4,890	\$ 6,155	\$ 6,630	\$ 7,771	\$ 8,371	\$ 9,387	\$ 10,112	\$ 11,002	\$ 11,852	\$ 12,617	\$ 13,592
90%	\$ 4,891	\$ 5,241	\$ 6,631	\$ 7,107	\$ 8,372	\$ 8,972	\$ 10,113	\$ 10,838	\$ 11,853	\$ 12,703	\$ 13,593	\$ 14,568
100%	\$ 5,242	\$ 5,593	\$ 7,108	\$ 7,583	\$ 8,973	\$ 9,573	\$ 10,839	\$ 11,564	\$ 12,704	\$ 13,554	\$ 14,569	\$ 15,544

Warren County Elderly Services Program

2026

CONFLICT OF INTEREST POLICY

INTRODUCTION

This policy shall apply to the Warren County Elderly Services Advisory Council. The Advisory Council recognizes that any real or perceived conflict of interest on behalf of the Advisory Council could impair the ability of the Warren County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Warren County Elderly Services Program's standard conduct as it relates to potential conflicts of interest.

DEFINITIONS

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
2. "Staff" means an employee of an agency that conducts business with the Warren County Elderly Services Program.
3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than \$1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.
4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Warren County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Warren County Elderly Services Program or Administrator.
5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

STANDARDS

Warren County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Warren County Elderly Services Program and their stakeholders, free from any adverse or conflicting personal or financial interests.

Refrain from using or authorizing the use of the authority of their positions to secure anything of value or the promise or offer of anything of value that manifests a substantial and improper influence upon them with respect to their duties. No board or council member may either solicit or accept gratuities, favors, or anything of monetary value from grant recipients, potential grant recipients, contractors, potential contractors, or parties to sub-agreements.

Abstain from voting on any matter in which they and/or a family member have a personal or financial interest.

Promptly inform the Advisory Council of any personal or financial interest of which they are aware which may influence their decisions. Such disclosure shall occur at least annually and at any other time that Warren County Elderly Services Advisory Council considers any matter involving a business entity in which the board member has an interest.

Refrain from participating in the selection, award, or administration of a grant if real or perceived conflicts of interest exist.

In addition:

No person shall serve concurrently as an employee or board member of a contracted provider and as a board or advisory council member of Warren County Elderly Services Program without full disclosure to Warren County Elderly Services Advisory Council.

No person shall serve as a contract agency board member whose family member is an employee of Warren County Elderly Services Program/Administrator or serves on the Warren County Elderly Services Program and Administrator Board, without full disclosure to Warren County Elderly Services Advisory Council.

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Warren County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.
2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.
3. Attached is Conflict of Interest reporting form:

Form I

For reporting by Warren County Elderly Services Program Advisory Council. Must be completed by each Warren County Elderly Services Program Advisory Council member when elected or appointed. A new form should be completed if a subsequent conflict arises.

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

(For reporting by the Warren County Elderly Services Advisory Council)

_____ I have received and read the "Conflict of Interest" policy of the Warren County Elderly Services Program. I have no conflict of interest. (*)

_____ I have received and read the "Conflict of Interest" policy of the Warren County Elderly Services Program and disclose the following:

I certify that the above information is true to the best of my knowledge and that I have no other conflict to report at this time. I further certify that I will abide by the terms of the conflict of interest policies of the Warren County Elderly Services Advisory Council and will report any new conflict of interest when it arises.

Date

Signature

Printed Name

(*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Warren County Elderly Services Advisory Council itself;
2. You are a member of Warren County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;
3. You have a family member on a contract agency's board or staff;
4. You have a family member on the staff of Warren County Elderly Services Program;
5. You have a personal interest in a matter before Warren County Elderly Services Program; or
6. You or your family member has a financial interest of \$1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Warren County Elderly Services Program.



Council on Aging of Southwestern Ohio
4601 Malsbary Road
Blue Ash, Ohio 45242
(513) 721-1025 or (800) 252-0155
www.help4seniors.org

**Confidentiality Policy for Board and Advisory Council Members,
Volunteers and Affiliates of Council on Aging**

Respecting the privacy of our clients, donors, members, staff, volunteers and of Council on Aging (COA) itself is a basic value of COA. Personal, health and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from COA in accordance with the HIPAA Privacy and Security Rule.

Board and council members, volunteers and affiliates are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from discussing confidential information in public spaces and from leaving confidential information contained in documents or on computer screens in plain view.

Board and council members, volunteers and affiliates of COA may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of COA that such information must be kept confidential both during and after affiliation or volunteer service. Affiliates and volunteers, including board and advisory council members, are expected to return materials containing privileged or confidential information at the time of separation from affiliation or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Acknowledgement of Confidentiality of Client Information

I agree to treat all information about clients, donors, members, staff, volunteers and COA itself that I learn during my affiliation or service with COA as confidential and I understand that it would be a violation of policy to disclose such information to anyone without prior COA authorization in accordance with the HIPAA Privacy and Security Rule.

Signature of Affiliate/Volunteer _____

Date _____ Name _____