

## AGENDA

### CCESP Advisory Council Meeting

March 17, 2026 | 9:00 am – 10:30 am

Clinton County Office Annex, 111 S. Nelson Avenue, Wilmington OH 45177

Entrance B, Community Room A

<https://zoom.us/j/94665305413?pwd=xwZ1NOB0QAUHpZPbbawrYwJAO1LPfx.1>

Meeting ID: 946 6530 5413 | Passcode: 467208

<b>CALL TO ORDER</b>	Nicole Rodman
<b>APPROVAL OF MINUTES</b> ❖ December 2, 2025 Minutes (Action Needed)	Nicole Rodman
<b>QUARTERLY REPORTS</b> ❖ Program Dashboard & Financial Report  ❖ Program Update Report ○ Senior Center Grant Update ○ Senior Farmers Market Nutrition Program  ❖ Provider Quality Report	Judy Eschmann & Ronnie Spears  Jennifer Heck  Jennifer Heck
<b>OLD BUSINESS</b> ❖ Levy Options (Action Needed) ○ 5-year Levy Projections	Jennifer Heck Ronnie Spears & Ken Wilson
<b>NEW BUSINESS</b> ❖ Property Tax Advocacy Report  ❖ Updated Sliding Fee Scale  ❖ Conflict of Interest & Confidentiality Policies	Judy Eschmann  Ronnie Spears  Nicole Rodman
<b>HEARING THE PUBLIC</b>	Nicole Rodman
<b>ADJOURNMENT</b> (Action Needed)	Nicole Rodman

**NEXT MEETING:** June 16, 2026

**MINUTES**  
**CCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, DECEMBER 17, 2025 @ 9:00 A.M.**

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**ATTENDANCE**

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<b>Members Present:</b> Tim Blackburn Sue Caplinger Stella Cramer Donald Gephart David Moore Nicole Rodman	<b>COA Staff:</b> Judy Eschmann Ronnie Spears Ken Wilson	<b>Guests:</b>
<b>Excused:</b> Timothy Hawk Jeffrey Orth Meda Pittser	<b>Facilitator:</b> Nicole Rodman	<b>Scribe:</b> Christina Adams
<b>Absent:</b>		

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**CALL TO ORDER**

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The December 17, 2025 meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 9:00 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.

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**APPROVAL OF MINUTES**

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The minutes from the September 16, 2025 CCESP Advisory Council meeting were presented for approval. Nicole Rodman asked for any questions, additions, or corrections. With there being none, Nicole called for a motion to approve the minutes.

**Motion:** Don Gephart made a motion to approve the September 16, 2025,

**Second:** Stella Cramer seconded the motion.

**Action:** The September 16, 2025 minutes were unanimously approved.

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**QUARTERLY REPORTS**

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**Program Dashboard & Financial Report (July-September 2025)**

Judy reviewed the Program Dashboard (Please see handout for full details). At the end of the 3<sup>rd</sup> quarter, there were 432 individuals enrolled in the Elderly Services Program (ESP), 9 enrolled in Fast Track Home (FTH), and 149 enrolled in Medicaid programs which include PASSPORT, Assisted Living, Molina, and Aetna. NextGen MyCare will begin on January 1, 2026 and will include 4 health plans; Anthem,

CareSource, Molina, and Buckeye. Buckeye will not be taking new enrollments until January 2027. Aetna will no longer be contracted in MyCare. COA plans to do some communication targeted at caregivers of older adults who are enrolled in a NextGen MyCare plan to provide information and contact information if there are questions. This information will go in the Wilmington News Journal. Don Gephart suggested sharing a flyer with this information at senior centers. Additional suggestions for sharing this information was social media, the Aging Up Senior newsletter, and Wilmington magazine. Judy will look into sharing the NextGen MyCare information with the suggested outlets/platforms and consider a flyer that can be shared at senior centers.

**Action:** Judy will look into having the NextGen MyCare information shared on social media platforms, in the Aging Up Senior newsletter, and in the Wilmington Magazine. Also, will consider having a flyer created that can be shared at senior centers.

The 3<sup>rd</sup> quarter increase in home modification costs was due to a hand full of urgent smaller scale home modifications. Because of the urgency, ESP funds were used versus the HUD grant. There were 16 new enrollments into FTH in the 3<sup>rd</sup> quarter. 5 of those individuals needed longer term care, so they transferred to ESP after the 60 day period in FTH. The majority of referrals to FTH continue to come from Clinton Memorial Hospital which will soon be renamed TriHealth Clinton Regional Hospital. Tim B. asked if we anticipate any changes in our relationship with Clinton Memorial Hospital now that they are under the leadership of TriHealth. Ken noted that COA has a great relationship with TriHealth, and this will be a very positive change. Of the 329 clients who needed home care assistance this quarter, there were only 3 clients not matched with a home care provider. No client satisfaction data was collected for medical transportation in the 3<sup>rd</sup> quarter because there was only one client and the client did not complete the survey. 10 clients were assisted with utilizing their Medicare Advantage Plan benefits in the 3<sup>rd</sup> quarter. This saved the program \$3600. The total annual cost savings to date is \$8400.

Ronnie shared the Q3 Financial Report (please see handout for full details). ). This is 9 months of actuals and 3 months of projections (October-December 2025). We are coming in under budget by \$12K for tax levy appropriations. This includes a 2% contingency. Total revenue is under budget by 5.6%, operating expenses are over budget by 2.1%, and purchased services are under budget by \$137K. Overall, we anticipate being within 5% of the budget for the year.

### ***Program Update Report***

Ronnie reviewed the Program Update Report (please see handout for full details). Extended Family became an ESP adult day service provider at the end of October and began accepting clients on November 17, 2025. 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. AnswerCare was contracted as a home care assistance (HCA) provider on June 9, 2025. Three additional HCA providers began serving clients in Clinton County on August 29, 2025; A Best Home Care, A Miracle Home Care, and Nova Home Care. Additionally, we expedited a contract with Extended Family Home Health Services to serve Clinton County clients starting on October 1, 2025. On October 1, 2025, a termination notice was issued for Katy's Home Care due to a Conditions of Participation violation. A multi-step process was implemented, and 65 clients were transitioned to a new provider without service interruption.

Clinton County issued \$6,450 in Senior Farmers Market Nutrition Program (SFMNP) benefits in 2025. Of this, only \$945.24 in benefits were utilized. Feedback has been given to the Ohio Department of Aging to

develop a strategy for program improvement in 2026. Nicole asked if we are aware of the barriers for clients such as transportation or knowledge of where to utilize benefits, etc. Ken noted that those may be types of barriers, but the one thing that changed that may be a barrier is the electronic redemption process that was implemented in 2024. Tim B. suggested surveying the clients who received benefit but did not utilize. After discussion of ways to remind clients to utilize their benefits, it was suggested to add the SFMNP to the March meeting agenda to discuss having a plan in place when the benefits are issued.

**Action:** Ronnie to provide list of participating farmers markets in Clinton County, pass on the survey suggestion to Provider Services, and add the SFMNP to the March meeting agenda.

COA is planning to issue RFPs for home care assistance and transportation service in 2026.

### ***Renewed County Contract with COA***

Ken discussed the current contract with the Clinton County Commissioners that will expire at the end of December 2025. The new contract will go into effect on January 1, 2026 through December 2028 with an additional two year extension taking it through December 2030. There is not much change to the new contract, mainly updating language.

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## **OLD BUSINESS**

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### ***Fixed Cost Sharing Implementation Update***

Ken reviewed the fixed cost sharing implementation update (see handout for details). This new process was implemented on October 1, 2025 and there were 71 current Clinton County ESP clients with a copay who were transitioned to flat billing. A call line was established for clients who had questions about their copay or the transition to flat billing. Only 3 calls were received from Clinton County clients. Ronnie added that one learning was the need for a threshold if a client has a copay below \$5 as the administrative cost would be more than the copay. Overall, the process has been going well. An evaluation report will be completed and presented to the Advisory Council one year after implementation.

### ***HUD Grant Update***

Judy added a HUD grant update to the agenda and provided a flyer (see handout for details). COA applied for the HUD grant which went live in Clinton County in January 2024 and will end on July 31, 2026. There is \$385,000 remaining that needs to be spent on direct home modifications, so we are going to ask for a six month no-cost extension which would extend the expiration date to January 2027. Judy asked council members to share the flyers with their networks, senior centers, faith-based organizations, etc., to get the word out about the no-cost minor home repair and modification opportunity for qualifying older adults. Sue Caplinger asked if someone who has a life estate (house title is in their name until they die) is eligible. Judy is going to review the HUD grant eligibility and will confirm if this individual would be eligible.

**Action:** Judy to review HUD grant eligibility and confirm if an individual who has a life estate/trust that transfers the home to their children upon their death is eligible for a home repair or modification.

### ***Senior Center Grant Application Review***

Ronnie shared updates to the Senior Center Grant application and the grant awards history (2022-2025) document (see handouts for details). The application now includes a Financial Health and Stability section which requests an independent audit report or prior year's tax return (all schedules + income and balance sheets) be included with an application. The grant awards history document was created following a request for this information at the September meeting. Don asked the timeframe for when applications can be accepted be added to the document. Ronnie will ask Provider Services to add the application opening date in addition to the application due date.

**Action:** Ronnie to ask Provider Services to add the application opening date in addition to the application due date.

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## **NEW BUSINESS**

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### ***Five-Year Levy Options & Projections***

Ronnie shared five-year levy options and projections (see handout for details). The current levy cycle began in 2023 and runs through 2027. We are projecting a fund balance of \$1.3M at the end of this levy cycle. This is approximately six months of services and falls within our goal of having a fund balance of three to six months. Ken added that the last time the levy was on the ballot was in November of 2021. That levy passed in 2021 and was effective in 2023 which started the current five-year cycle. Based on this, we would be back on the ballot in November 2026. There is also an option to wait an additional year and go on the ballot in 2027. COA is recommending that we go back on the ballot with a levy renewal, no increase, in November 2026. Nicole, Ken, and Judy attended a commissioners meeting on December 15 and raised the subject of a levy renewal. Nicole advised the commissioners that she would follow up after bringing this to the Advisory Council. Input was requested from the Advisory Council on making a recommendation to the Commissioners. Ken explained that the recommendation to go on the ballot the year prior to the levy expiring is so that in the chance that the levy did not pass, there would be an opportunity to go back on the ballot if needed before the levy expires. After discussion, it was agreed that a recommendation be made to the Commissioners to put the levy on the ballot in November 2026. Ken noted that a projection for the next five-year levy cycle will be provided at the next meeting and there will be a discussion to come to a consensus on making a recommendation to the commissioners for a levy renewal in 2026.

**Action:** Ronnie to share the five-year levy projections for the next levy cycle (2028-2032).

### ***2026 Meeting Schedule***

COA proposed changing the day the Advisory Council meets quarterly from Tuesday to a Monday or Wednesday. Chris will be sending a survey with options to determine if the meeting day can be moved or if we need to keep with Tuesday.

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## **HEARING THE PUBLIC**

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No one from the public was present.

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## **ADJOURNMENT**

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With no further business to discuss, Nicole requested a motion to adjourn the meeting at 10:03 a.m.

**Motion:** Don Gephart made a motion to adjourn.  
**Second:** David Moore seconded the motion.  
**Action:** The meeting was adjourned at 10:03 a.m.

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**NEXT MEETING**

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March 17, 2026



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



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

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**Highlighted Findings**

**1. Census Trends**

- A. Compared to last year (Quarter 4, 2024), census decreased by -13 clients (from 448 to 435) or -2.90%.
- B. Compared to last quarter (Quarter 3, 2025), census increased by 3 clients (from 432 to 435) or 0.69%.

**2. Fast Track Home**

- A. Average length of stay has increased by 2 days compared to Quarter 3, 2025 (from 52 to 54).
- B. New Enrollments decreased by -9 when compared Q3, 2025 (15 from to 6).
- C. Total clients who transferred to ESP from FTH decreased by -1 from Quarter 3, 2025 (from 6 to 5).

**3. Financials**

- A. Total Levy Revenue: The amount to be drawn down from the levy in 2025 is \$2.0 million, as compared to the budgeted amount of \$2.2 million. The variance as compared to budget is under by \$160,684 or 7.4%.
- B. Total Expenses: The expenses are \$2.1 million as compared to \$2.3 million in the budget. The variance as compared to budget is under by \$179,921 or 7.9%.
- C. Purchase Services: The expense for in home services is lower by \$172,925 or 10.1% as compared to budget.



**Clinton County ESP**  
**Quarter 4, 2025 (October - December 2025)**  
**TRADITIONAL ESP CENSUS TRENDS**

**Quarter-End Census by Program**

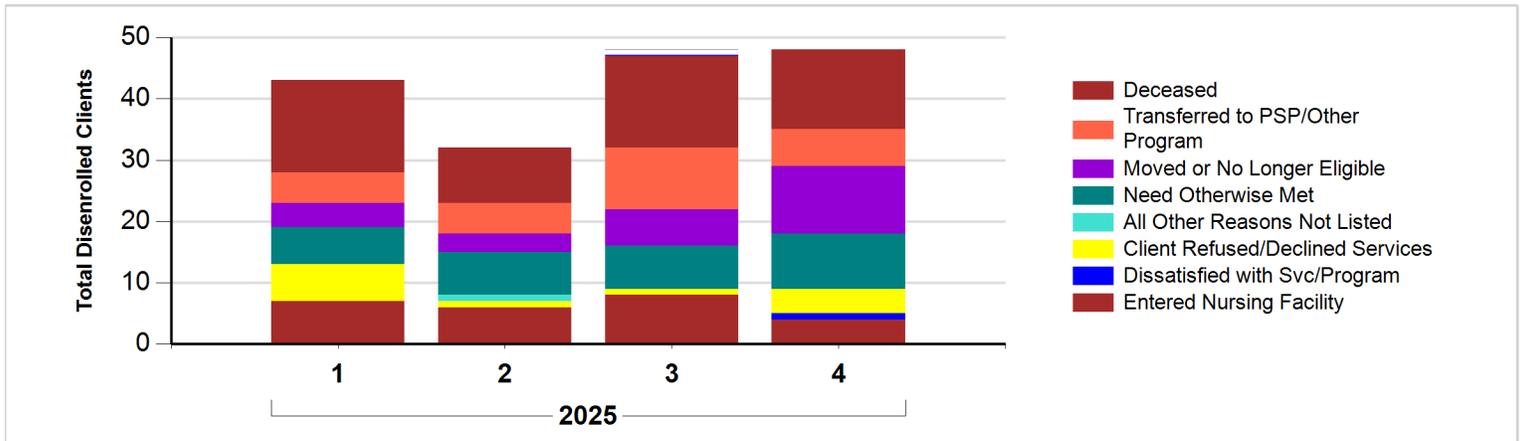
Year	2025			
Quarter	1	2	3	4
<b>ESP</b>	<b>443</b>	<b>450</b>	<b>432</b>	<b>435</b>
<b>FTH</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>4</b>
<b>Medicaid Programs</b>	<b>157</b>	<b>153</b>	<b>149</b>	<b>160</b>
Passport	19	22	31	42
Assisted Living	2	1	1	1
Molina	59	53	43	45
Aetna	77	77	74	72

**Quarter-End Census, New Enrollments, and Disenrollments**

Year	2025			
Quarter	1	2	3	4
Quarter-End Census	443	450	432	435
New Enrollments	37	44	31	48
Disenrollments	43	32	48	48

**Disenrollment Outcomes**

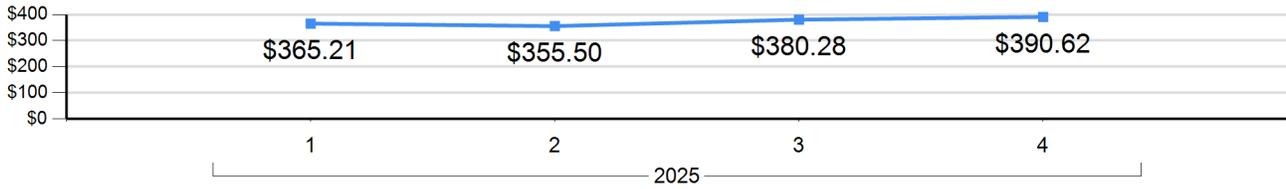
Year	2025			
Quarter	1	2	3	4
Client Refused/Declined Services	6	1	2	4
Deceased	15	9	15	13
Dissatisfied with Svc/Program	0	0	0	1
Entered Nursing Facility	7	6	8	4
Moved or No Longer Eligible	4	3	6	11
Need Otherwise Met	6	7	7	9
Transferred to PSP/Other Program	5	5	10	0
All Other Reasons Not Listed	0	1	0	6
<b>Total</b>	<b>43</b>	<b>32</b>	<b>48</b>	<b>48</b>





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

**Average Monthly Cost per Client**



**Distinct Clients Served by Service Group<sup>1</sup>**

Year	2025			
Quarter	1	2	3	4
Adult Day Service	0	1	1	3
Consumer Directed Care	26	33	40	40
Electronic Monitoring	269	255	240	236
Home Care Assistance	244	214	209	220
Home Delivered Meals	191	201	201	219
Home Medical Equipment	14	5	7	19
Home Modification	8	6	8	5
Other Services	0	1	0	0
Transportation	12	10	12	12
<b>All Services (Unduplicated)</b>	<b>461</b>	<b>449</b>	<b>436</b>	<b>451</b>

**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	0	9	11	12
Consumer Directed Care	1,406	1,693	2,444	2,175
Electronic Monitoring	723	737	692	668
Home Care Assistance	4,302	4,109	3,844	4,134
Home Delivered Meals	12,283	13,106	12,713	13,916
Home Medical Equipment	22	5	10	25
Home Modification	9	9	10	5
Other Services	0	1	0	0
Transportation	42	49	62	60

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

Year	2025			
Quarter	1	2	3	4
Adult Day Service	0	\$744	\$963	\$1,123
Consumer Directed Care	\$29,796	\$35,979	\$47,037	\$51,517
Electronic Monitoring	\$15,798	\$16,086	\$15,259	\$14,948
Home Care Assistance	\$156,238	\$150,197	\$138,007	\$146,254
Home Delivered Meals	\$138,563	\$147,489	\$142,899	\$160,882
Home Medical Equipment	\$8,649	\$1,255	\$7,764	\$5,816
Home Modification	\$10,740	\$3,285	\$18,801	\$5,905
Other Services	\$0	\$1,650	\$5,244	\$1,235
Transportation	\$3,920	\$5,377	\$6,042	\$6,147
<b>All Services</b>	<b>\$363,704</b>	<b>\$362,062</b>	<b>\$382,016</b>	<b>\$393,826</b>

Respite Services are included in Other Services. For Q4 one client received service totaling \$1,235.



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

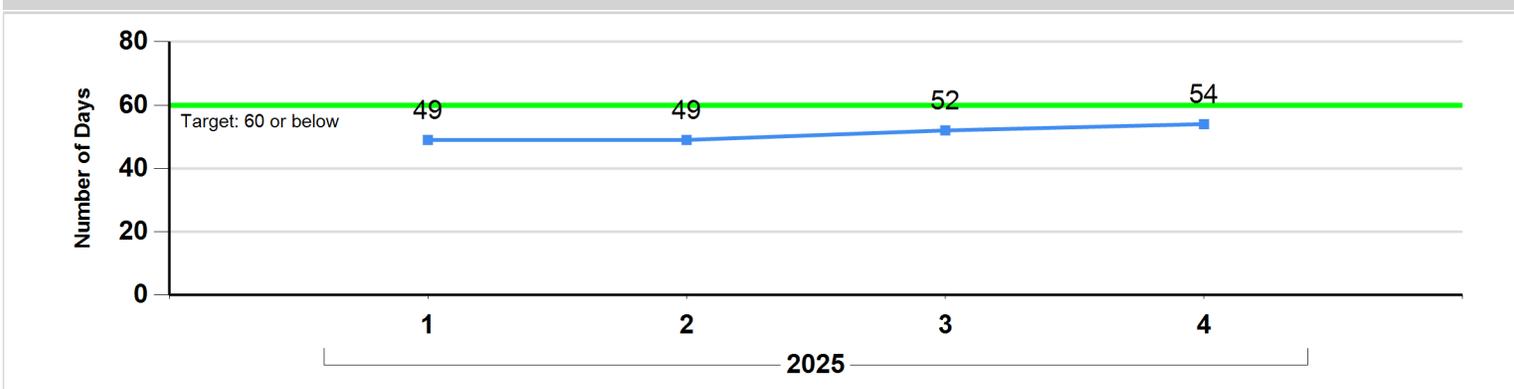
**Total Clients Served, New Enrollments, Disenrollments**

	2025			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	17	17	15	6
Disenrollments	12	22	12	11
Clients Transferred to ESP	9	11	6	5
	75.00%	50.00%	50.00%	45.45%

**Enrollment by Setting**

	2025			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Miami Valley Hospital	1	1	3	0
Community	2	0	0	0
Clinton Memorial Hospital	8	10	10	3
Mercy Hospital Network	0	1	0	0
The Christ Hospital	2	2	0	1
TriHealth Hospital Network	1	1	0	1
Other Hospital	0	1	1	1
Skilled Nursing Facilities	2	1	1	0
Rehabilitation Facilities	1	0	0	0
Not Captured	0	0	1	0
<b>Total</b>	<b>17</b>	<b>17</b>	<b>16</b>	<b>6</b>

**Average Length of Stay**





**Clinton 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	3	2	3	4
Home Care Assistance	4	0	1	4
Home Delivered Meals	12	11	9	4
Home Medical Equipment	0	3	1	1
Home Modification	1	1	1	0
Transportation	1	1	0	0
<b>All Services (Unduplicated)</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>11</b>

**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	3	3	5	4
Home Care Assistance	8	0	24	37
Home Delivered Meals	348	296	272	119
Home Medical Equipment	0	5	1	2
Home Modification	1	1	1	0
Transportation	2	2	0	0

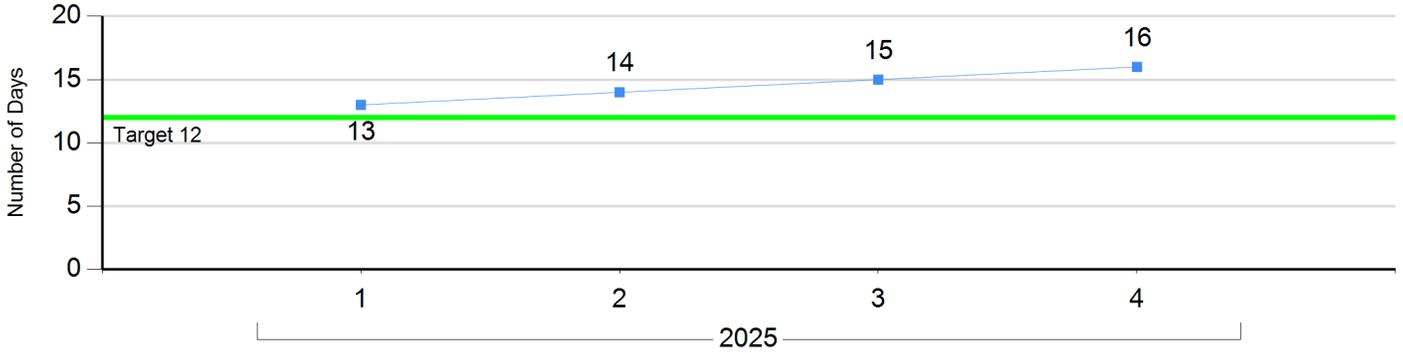
**Dollars Paid by Service Group (Purchased Services)**

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	\$52	\$57	\$122	\$84
Home Care Assistance	\$271	\$0	\$835	\$1,336
Home Delivered Meals	\$3,989	\$3,378	\$3,104	\$1,413
Home Medical Equipment	\$0	\$324	\$90	\$170
Home Modification	\$755	\$545	\$940	\$0
Transportation	\$250	\$260	\$0	\$0
<b>All Services</b>	<b>\$5,318</b>	<b>\$4,563</b>	<b>\$5,091</b>	<b>\$3,003</b>



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

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



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients in Need of HCA & CDC	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC
2025	1	348	49	14%	77%	9%
2025	2	376	44	12%	76%	12%
2025	3	329	3	1%	84%	15%
2025	4	285	5	2%	81%	17%

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

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	98.60%	98.56%	98.28%	99.09%
Good Choice of Meals Available	95.24%	95.08%	92.16%	97.56%
Distinct Clients Surveyed	61	59	52	40

**Medical Transportation - Client Satisfaction Survey Results**

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	100.00%	95.00%	0%	100.00%
Service Returns Client Home Promptly	100.00%	75.00%	0%	100.00%
Distinct Clients Surveyed	3	4	0	1

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

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	91.85%	91.69%	94.02%	94.40%
Aide is Dependable	92.41%	91.55%	98.31%	94.12%
Distinct Clients Surveyed	79	71	59	52

<sup>1</sup> 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.



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

<b>Referrals</b>				
<b>Year</b>	<b>2025</b>	<b>2025</b>	<b>2025</b>	<b>2025</b>
<b>Quarter</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of Members Assisted	7	6	10	1
Over the Counter (OTC)	6	6	10	1

<b>Services Awarded</b>				
<b>Year</b>	<b>2025</b>	<b>2025</b>	<b>2025</b>	<b>2025</b>
<b>Quarter</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Emergency Response Service	3	4	8	0
Medical Transportation (Estimated Average)	4	5	4	0

<b>Total Cost Savings by Quarter</b>				
<b>Quarter _ Year</b>	<b>Q1_2025</b>	<b>Q2_2025</b>	<b>Q3_2025</b>	<b>Q4_2025</b>
Total Cost Savings(as of qtr. end date)	\$2,100	\$2,700	\$3,600	\$0

<b>Total Annual Cost Savings</b>	<b>2025</b>
	<b>\$8,400</b>



**Clinton County ESP**  
**Quarter 4, 2025 (October - December 2025)**

**Based on Actual Revenue & Expenses as of December 31, 2025**

	<b>Annual Expenses</b>	<b>Annual Budget</b>	<b>Budget Variance</b>	<b>Percent Budget Variance</b>
<b>Revenue</b>				
Tax Levy Appropriations	\$1,999,330	\$2,160,014	(\$160,684)	-7.4%
<b>Federal &amp; State Funding</b>				
Title III B	\$16,198	\$14,886	\$1,312	8.8%
Title III C2 - Home Delivered Meals	18,464	18,685	(221)	-1.2%
Title III E - Caregiver Support	5,168	19,364	(14,196)	-73.3%
Alzheimer's	0	3,467	(3,467)	-100.0%
Nutrition Services Incentive Program (NSIP)	11,342	11,524	(182)	-1.6%
Senior Community Services (SCS)	0	0	0	0.0%
Other Federal	0	0	0	0.0%
<b>Client Contributions</b>				
Client Donations	0	0	0	
Co-Pays Received	33,718	36,201	(2,483)	-6.9%
<b>Total Revenue</b>	<b>\$2,084,219</b>	<b>\$2,264,140</b>	<b>(\$179,921)</b>	<b>-7.9%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$131,789	\$143,166	\$11,377	7.9%
Intake & Assessment	4,685	5,689	1,004	17.7%
FTH Case Management	70,126	70,014	(112)	-0.2%
Case Management	334,538	329,264	(5,274)	-1.6%
<b>Total Operational Expenses*</b>	<b>\$541,138</b>	<b>\$548,133</b>	<b>\$6,995</b>	<b>1.3%</b>
<b>Purchased Services</b>				
Home Care Assistance	\$592,685	\$773,809	\$181,123	23.4%
Laundry	654	500	(154)	-30.8%
Consumer Directed Care	167,977	174,541	6,565	3.8%
Respite Services	6,479	2,000	(4,479)	-224.0%
Home Medical Equipment	23,372	48,054	24,682	51.4%
Emergency Response Systems	62,212	81,702	19,490	23.9%
Minor Home Modifications	39,671	7,818	(31,853)	-407.4%
Chore	1,650	9,002	7,352	81.7%
Home Delivered Meals	601,717	543,786	(57,932)	-10.7%
Adult Day Service	2,830	0	(2,830)	0.0%
Medical Transportation	20,334	24,795	4,461	18.0%
Senior Center Funding	23,500	50,000	26,500	53.0%
<b>Gross Purchased Services</b>	<b>\$1,543,081</b>	<b>\$1,716,007</b>	<b>\$172,925</b>	<b>10.1%</b>
<b>Gross Program Expenses</b>	<b>\$2,084,219</b>	<b>\$2,264,140</b>	<b>\$179,921</b>	<b>7.9%</b>
<b>Client Census</b>	<b>439 **</b>	<b>481</b>	<b>42</b>	<b>8.7%</b>
<b>Cost of Services per Client</b>	<b>\$281.04</b>	<b>\$279.67</b>	<b>(\$1.37)</b>	<b>-0.5%</b>

\* Senior Center Funding is lower due to the timing of invoice

\*\* 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 and Caregiver Respite.
- 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.

## Clinton County Program Update Report February 2026

### **Adult Day Services (ADS)**

Extended Family became an ESP provider at the end of October and began accepting clients on November 17<sup>th</sup>. They currently have two clients receiving service one day a week. They are hoping to increase the volume over the next several months. COA's Communications team will place an article in our newsletter announcing that Extended Family is an active ADS provider and has capacity to take more clients for service.

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

### **Electronic 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 Services**

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)**

AnswerCare dba Help at Home successfully completed a precertification review and was contracted on 6/9/25. The agency has been authorized to provide service to 11 HCA clients in Clinton County thus far.

### **Laundry Service**

Anytime Laundry, based in Clinton County, has received referrals for the laundry service. They have capacity to grow this service.

## Home Delivered Meals (HDM)

No updates since last report.

## Home Medical Equipment (HME)

No updates since last report.

## Minor Home Modification and Repair (MHM)

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

## Senior Farmers Market Nutrition Program

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

## Transportation Services

No updates since the last report

## Senior Center Grant Update

Clinton County Senior Center Grant	
Recipient	Award Amount Processed
Blanchester Senior Center	\$6,500 for Tree Removal
Clinton County Community Action Program	\$10,500 for Concrete replacement
Clinton County Community Action Program	\$23,900 for Repaving parking lot
New Vienna Community Center	\$13,000 for HVAC *\$8,000 remaining when work is completed

## 2025 Executive Provider Monitoring Summary

Provider List - Clinton Co ESP	Frequency of SCR	2025 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Report Completed Within 30 Days of Resolution?
First Community Health Care Services, LLC	Annual	12/16/2024	HCA	N/A	N/A	N/A	N/A
A Best Home Care	Annual	9/16/2025	HCA	N/A	N/A	N/A	N/A
A Miracle Home Care	Annual	8/21/2025	HCA	N/A	N/A	N/A	N/A
Active Day Cincinnati	Annual	In Process	ADS/ADS-Transp				
Clinton County Community Action Program	Annual	9/4/2025	HDM/Transp	N/A	N/A	N/A	N/A
American Ramp Systems	Bi-Ennial	11/12/2025	HME/MHIM	N/A	N/A	N/A	N/A
AnswerCare LLC - Help at Home	Annual	7/9/2025	HCA	N/A	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	N/A
Bayley Adult Day	Annual	9/30/2025	ADS/ADS-Transp	N/A	N/A	N/A	N/A
Bemens Medical Pharmacy	Bi-Ennial	12/21/2025	HME	N/A	N/A	N/A	N/A
Custom Home Elevator	Bi-Ennial	7/31/2025	HME/MHM	N/A	N/A	N/A	N/A
Guardian Medical Monitoring	Bi-Ennial	11/24/2025	ERS	N/A	N/A	N/A	N/A
Home First Non-Medical	Bi-Ennial	1/28/2025	ENVIR/HME	N/A	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	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
Katy's Home Health Care - contract terminated 9/30/25	Annual	7/3/2025	HCA	Schedule of Questioned Cost, Employee Continued Education Cert, Employee Code of Ethics, Employee Database Checks	multiple provider meetings, training support, and follow up	After multiple meetings, training support, and follow up COA determined the best course of action was to terminate the ESP agreement with the provider. Contract was officially terminated 9/30/25.	Yes
Milt's Termite & Pest Control	Bi-Ennial	7/14/2025	ENVIR	N/A	N/A	N/A	N/A
Nova Home Care Company	Annual	10/8/2025	HCA	N/A	N/A	N/A	N/A
Extended Family Home Health Services LLC	Annual	(Pre-Certs) HCA 9/23/25; ADS 10/16/2025	HCA/ADS/ADS-Transp	N/A	N/A	N/A	N/A
PWC dba People Working Cooperatively, Inc.	Bi-Ennial	5/17/2025	MHM/HME/ENVIR	N/A	N/A	N/A	N/A
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	In Process	HCA				
Restoration Adult Day Services	Annual	(Pre-Cert) 3/31/25	ADS/ADS-Transp	N/A	N/A	N/A	N/A
Margaret's Hearts Adult Day Services	Annual	(Pre-Cert) 4/22/25	ADS/ADS-Transp	N/A	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	N/A

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

## 2026 Provider Monitoring Schedule

### CLINTON COUNTY ESP PROVIDER MONITORING SCHEDULE

(Please find below the list of Clinton County Providers of ESP Services and the tentative dates for annual review for 2026.)

Clinton County ESP Providers	Review Type	Review Tentative Date
101 Mobility	Bi-Ennial	9/9/2026
First Community Health Care Services	Annual	12/7/2026
A Miracle Home Care	Annual	8/20/2026
Active Day	Annual	1/22/2026
Clinton County Community Action Program	Annual	9/3/2026
AnswerCare – Help at Home	Annual	7/8/2026
Arrow Heating Cooling and Home Maintenance	Annual	10/26/2026
Bayley Adult Day Services	Annual	8/21/2026
Senior Helpers of Dayton	Annual	9/12/2026
Gabriel's Angels	Annual	6/25/2026
Janz Medical Supply	Annual	10/7/2026
Nova Home Care Company	Annual	10/2/2026
Extended Family Home Health Services	Annual	1/15/2026
Senior Helpers of Southern Ohio	Annual	8/20/2026
Stateline Medical Equipment	Bi-Ennial	5/27/2026
Tri-State Maintenance	Bi-Ennial	6/4/2026
Restoration Adult Day Services	Annual	12/28/2026
Margaret's Hearts Adult Day Services	Annual	2/25/2026
Meals on Wheels of Southern Ohio & NKY	Annual	3/12/2026

### Proposed 2026 Request for Proposal (RFP) Schedule

COA is publishing the following RFPs during 2026:

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

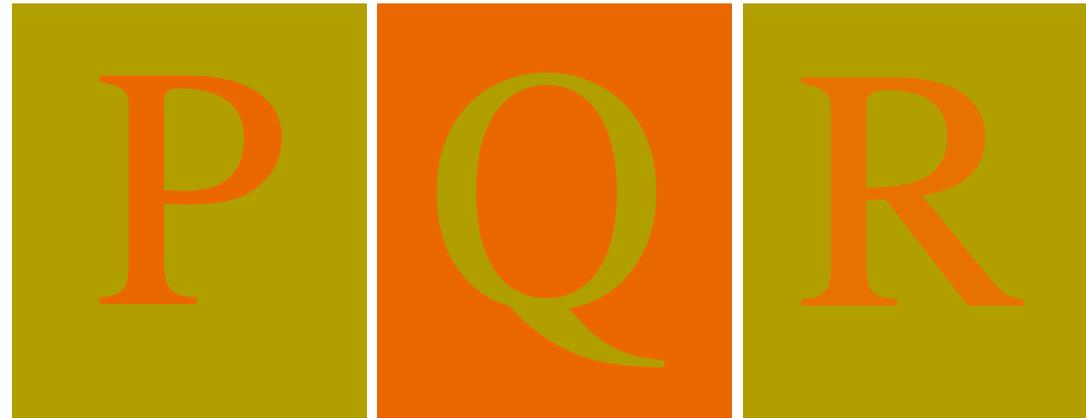
We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this year.

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?



## Clinton County



## Provider Quality Report

Quarter 4, 2025



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# Provider Quality Report: Provider Activity

## Clinton 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
Katys Home Health Care LLC	Home Care Assistance	10/1/2025
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
A Best Home Care, Inc.	Home Care Assistance	8/29/2025
A Miracle Home Care	Home Care Assistance	8/29/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Extended Family Home Health Services	Adult Day Care	10/1/2025
Extended Family Home Health Services	Home Care Assistance	10/1/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Nova Home Care Co.	Home Care Assistance	8/29/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/2024
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
Katys Home Health Care LLC	Home Care Assistance	7/8/2025 - 10/1/2025



# Provider Quality Report: Introduction

## Clinton 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 January-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
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

### **SASI Scoring:**

SASI scores consist of smaller sample sizes which may impact provider scores.



# Provider Quality Report: Service Metrics

Clinton 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
Extended Family Home Health Services	0	0	0	0	0	0	0	4	4
Otterbein Lebanon Adult Day Service	0	0	0	0	0	9	11	8	27
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>31</b>

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Extended Family Home Health Services	0	0	0	0	0	0	0	34.78%	
Otterbein Lebanon Adult Day Service	0	0	0	0	0	100.00%	100.00%	65.22%	
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

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
Extended Family Home Health Services	0	0	0	0	0	0	0	2	2
Otterbein Lebanon Adult Day Service	0	0	0	0	0	1	1	2	1
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>



# Provider Quality Report: Service Metrics

Clinton 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.	1,499	2,158	1,893	1,643	1,406	1,693	2,444	2,175	14,911
<b>Total Billable Units</b>	<b>1,499</b>	<b>2,158</b>	<b>1,893</b>	<b>1,643</b>	<b>1,406</b>	<b>1,693</b>	<b>2,444</b>	<b>2,175</b>	<b>14,911</b>

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%
<b>Total Market Share</b>	<b>100.00%</b>							

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.	21	26	22	23	26	33	39	40	29
<b>Total Distinct Clients Served</b>	<b>21</b>	<b>26</b>	<b>22</b>	<b>23</b>	<b>26</b>	<b>33</b>	<b>39</b>	<b>40</b>	<b>29</b>



# Provider Quality Report: Service Metrics

## Clinton 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 Miracle Home Care	0	0	0	0	0	0	11	602	612
AnswerCare LLC	0	0	0	0	0	0	133	226	359
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	59	223	281
Extended Family Home Health Services	0	0	0	0	0	0	0	911	911
First Community Health Services, LLC	37	98	163	147	124	143	184	153	1,047
Gabriels Angels Homecare, LLC	1,734	2,031	1,738	1,865	1,509	1,512	1,438	1,766	13,592
Heavenly Helpers	530	70	0	0	0	0	0	0	600
Katys Home Health Care LLC	2,339	2,642	2,305	2,275	2,183	2,207	1,701	0	15,653
Senior Helpers of Dayton	0	4	202	213	487	248	319	254	1,726
<b>Total Billable Units</b>	<b>4,639</b>	<b>4,845</b>	<b>4,407</b>	<b>4,501</b>	<b>4,302</b>	<b>4,109</b>	<b>3,844</b>	<b>4,134</b>	<b>34,780</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	0	0	0	0	0	0	0.27%	14.55%
AnswerCare LLC	0	0	0	0	0	0	3.45%	5.46%
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	1.53%	5.38%
Extended Family Home Health Services	0	0	0	0	0	0	0	22.05%
First Community Health Services, LLC	0.79%	2.01%	3.69%	3.27%	2.88%	3.48%	4.77%	3.70%
Gabriels Angels Homecare, LLC	37.37%	41.92%	39.43%	41.44%	35.07%	36.80%	37.40%	42.72%
Heavenly Helpers	11.41%	1.44%	0	0	0	0	0	0
Katys Home Health Care LLC	50.42%	54.54%	52.31%	50.55%	50.74%	53.70%	44.26%	0
Senior Helpers of Dayton	0	0.08%	4.57%	4.74%	11.31%	6.02%	8.31%	6.14%
<b>Total Market Share</b>	<b>100.00%</b>							

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 Miracle Home Care	0	0	0	0	0	0	5	34	20
AnswerCare LLC	0	0	0	0	0	0	10	9	10
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	11	11	11
Extended Family Home Health Services	0	0	0	0	0	0	0	55	55
First Community Health Services, LLC	3	7	9	5	4	4	4	4	5
Gabriels Angels Homecare, LLC	124	137	130	116	122	102	94	106	116
Heavenly Helpers	39	13	0	0	0	0	0	0	26
Katys Home Health Care LLC	111	116	103	98	97	97	86	0	101
Senior Helpers of Dayton	0	3	15	20	23	14	9	8	13
<b>Total Distinct Clients Served</b>	<b>277</b>	<b>276</b>	<b>257</b>	<b>239</b>	<b>246</b>	<b>217</b>	<b>219</b>	<b>227</b>	<b>50</b>



# Provider Quality Report: Service Metrics

Clinton 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.	677	633	677	738	711	720	674	643	5,471
<b>Total Billable Units</b>	<b>677</b>	<b>633</b>	<b>677</b>	<b>738</b>	<b>711</b>	<b>720</b>	<b>674</b>	<b>643</b>	<b>5,471</b>

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%
<b>Total Market Share</b>	<b>100.00%</b>							

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.	241	220	230	256	266	252	236	229	241
<b>Total Distinct Clients Served</b>	<b>241</b>	<b>220</b>	<b>230</b>	<b>256</b>	<b>266</b>	<b>252</b>	<b>236</b>	<b>229</b>	<b>241</b>



# Provider Quality Report: Service Metrics

## Clinton 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
Clinton County Community Action Program	8,707	7,902	7,917	8,278	8,693	8,763	8,212	8,316	66,788
Mayerson JCC (Jewish Community Center)	0	0	0	0	63	28	0	0	91
Meals on Wheels of SW Ohio and Northern Kentucky	2,167	2,812	3,259	3,196	3,527	4,315	4,501	5,600	29,377
<b>Total Billable Units</b>	<b>10,874</b>	<b>10,714</b>	<b>11,176</b>	<b>11,474</b>	<b>12,283</b>	<b>13,106</b>	<b>12,713</b>	<b>13,916</b>	<b>96,256</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	80.07%	73.75%	70.84%	72.15%	70.77%	66.86%	64.60%	59.76%
Mayerson JCC (Jewish Community Center)	0	0	0	0	0.51%	0.21%	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	19.93%	26.25%	29.16%	27.85%	28.71%	32.92%	35.40%	40.24%
<b>Total Market Share</b>	<b>100.00%</b>							

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
Clinton County Community Action Program	131	117	118	119	131	135	123	130	126
Mayerson JCC (Jewish Community Center)	0	0	0	0	1	1	0	0	1
Meals on Wheels of SW Ohio and Northern Kentucky	46	51	59	56	59	67	80	93	64
<b>Total Distinct Clients Served</b>	<b>177</b>	<b>168</b>	<b>177</b>	<b>175</b>	<b>191</b>	<b>203</b>	<b>203</b>	<b>223</b>	<b>84</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Medical Equipment

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	9	7	1	3	3	0	3	4	30
Home First	11	10	6	18	10	5	6	5	71
Janz Medical Supply	0	0	0	1	5	0	0	11	17
Mullaney's Pharmacy & Home Health Care	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	4	0	1	1	6
<b>Total Billable Units</b>	<b>21</b>	<b>17</b>	<b>7</b>	<b>22</b>	<b>22</b>	<b>5</b>	<b>10</b>	<b>21</b>	<b>125</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	42.86%	41.18%	14.29%	13.64%	13.64%	0	30.00%	19.05%
Home First	52.38%	58.82%	85.71%	81.82%	45.45%	100.00%	60.00%	23.81%
Janz Medical Supply	0	0	0	4.55%	22.73%	0	0	52.38%
Mullaney's Pharmacy & Home Health Care	4.76%	0	0	0	0	0	0	0
Stateline Medical Equipment	0	0	0	0	18.18%	0	10.00%	4.76%
<b>Total Market Share</b>	<b>100.00%</b>							

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
Bernens Medical	7	6	1	2	2	0	1	1	3
Home First	11	10	6	13	9	5	5	5	8
Janz Medical Supply	0	0	0	1	2	0	0	9	4
Mullaney's Pharmacy & Home Health Care	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	3	0	1	1	2
<b>Total Distinct Clients Served</b>	<b>19</b>	<b>16</b>	<b>7</b>	<b>16</b>	<b>16</b>	<b>5</b>	<b>7</b>	<b>16</b>	<b>5</b>



# Provider Quality Report: Service Metrics

Clinton 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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	0	1
Home First	3	1	4	1	9	7	7	2	34
Stateline Medical Equipment	0	0	0	0	0	1	1	1	3
Tri-State Maintenance	0	0	0	1	0	1	1	0	3
<b>Total Billable Units</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>43</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	40.00%
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	10.00%	0
Home First	100.00%	100.00%	100.00%	50.00%	100.00%	77.78%	70.00%	40.00%
Stateline Medical Equipment	0	0	0	0	0	11.11%	10.00%	20.00%
Tri-State Maintenance	0	0	0	50.00%	0	11.11%	10.00%	0
<b>Total Market Share</b>	<b>100.00%</b>							

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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	0	1
Home First	3	1	4	1	8	4	7	2	4
Stateline Medical Equipment	0	0	0	0	0	1	1	1	1
Tri-State Maintenance	0	0	0	1	0	1	1	0	1
<b>Total Distinct Clients Served</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>2</b>



# Provider Quality Report: Service Metrics

Clinton 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	1	0	0	0	0	1	0	0	2
<b>Total Billable Units</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>

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	0	0	0	100.00%	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>

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	1	0	0	0	0	1	0	0	1
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

Clinton 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	2	2	1	3	0	0	0	0	8
<b>Total Billable Units</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

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%	0	0	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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	1	1	1	1	0	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

## Clinton 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
Clinton County Community Action Program	6	22	8	18	12	2	12	22	102
Meda-Care Transportation, Inc.	6	6	6	18	8	16	4	0	64
Valley Transport LLC	6	1	0	0	1	0	2	0	10
Warren County Community Service	32	34	23	25	21	31	44	38	248
<b>Total Billable Units</b>	<b>50</b>	<b>63</b>	<b>37</b>	<b>61</b>	<b>42</b>	<b>49</b>	<b>62</b>	<b>60</b>	<b>424</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	12.00%	34.92%	21.62%	29.51%	28.57%	4.08%	19.35%	36.67%
Meda-Care Transportation, Inc.	12.00%	9.52%	16.22%	29.51%	19.05%	32.65%	6.45%	0
Valley Transport LLC	12.00%	1.59%	0	0	2.38%	0	3.23%	0
Warren County Community Service	64.00%	53.97%	62.16%	40.98%	50.00%	63.27%	70.97%	63.33%
<b>Total Market Share</b>	<b>100.00%</b>							

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
Clinton County Community Action Program	3	8	4	7	4	1	2	6	4
Meda-Care Transportation, Inc.	3	2	3	4	3	2	2	0	3
Valley Transport LLC	3	1	0	0	1	0	2	0	2
Warren County Community Service	5	5	5	5	4	7	7	6	6
<b>Total Distinct Clients Served</b>	<b>14</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>4</b>



# Provider Quality Report: Satisfaction Metrics

## Clinton County ESP

### Clinton 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 Miracle Home Care	0	0	0	0	0	0	0	4
AnswerCare LLC	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	0	1
Extended Family Home Health Services	0	0	0	0	0	0	0	5
First Community Health Services, LLC	0	1	0	1	2	0	1	2
Gabriels Angels Homecare, LLC	21	35	47	42	34	37	34	35
Heavenly Helpers	15	4	0	0	0	0	0	0
Katys Home Health Care LLC	26	40	36	31	36	30	22	0
Senior Helpers of Dayton	0	0	1	2	7	4	2	4

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	35	41	36	29	41	32	34	30
Meals on Wheels of SW Ohio and Northern Kentucky	4	10	16	9	22	29	18	13

Medical Transportation								
	2024	2024	2024	2024	2025	2025		2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q	Q4
Clinton County Community Action Program	3	2	2	0	1	1	0	0
Meda-Care Transportation, Inc.	0	0	0	0	1	1	0	0
Valley Transport LLC	0	1	0	0	0	0	0	0
Warren County Community Service	1	1	3	1	1	2	0	1



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

## Clinton 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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	40.0%						
Assisted Care by Black Stone of CIN	No Data	90.0%						
Extended Family Home Health Services	No Data	94.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	90.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	94.6%	97.3%	94.7%	93.6%	90.5%	92.2%	95.3%	95.1%
Heavenly Helpers	82.6%	92.5%	No Data					
Katys Home Health Care LLC	95.8%	95.9%	91.9%	90.6%	94.4%	94.6%	91.7%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	95.0%	85.7%	65.0%	95.0%	95.0%

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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	92.9%	84.8%	94.3%	94.1%	97.1%
Heavenly Helpers	92.9%	75.0%	No Data					
Katys Home Health Care LLC	100.0%	100.0%	97.2%	96.8%	97.2%	93.3%	95.2%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	50.0%	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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	97.0%	97.9%	95.2%	88.2%	91.7%	100.0%	94.3%
Heavenly Helpers	73.3%	75.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.1%	96.8%	91.7%	89.7%	86.4%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	100.0%	100.0%

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



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

## Clinton County ESP

### Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	85.0%	88.6%	85.1%	81.0%	82.4%	75.7%	73.5%	91.4%
Heavenly Helpers	80.0%	100.0%	No Data					
Katys Home Health Care LLC	80.8%	77.5%	58.3%	61.3%	72.2%	80.0%	68.2%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	25.0%	100.0%	75.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%
Heavenly Helpers	93.3%	100.0%	No Data					
Katys Home Health Care LLC	100.0%	100.0%	97.2%	96.8%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	100.0%	97.9%	100.0%	100.0%	97.3%	100.0%	97.1%
Heavenly Helpers	93.3%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.2%	93.5%	100.0%	96.7%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%

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



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

Clinton County ESP

## Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	90.5%	100.0%	95.7%	95.2%	100.0%	94.4%	97.1%	94.3%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	95.0%	94.4%	80.6%	88.9%	96.7%	90.5%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.0%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	100.0%	100.0%	100.0%	100.0%	94.6%	97.1%	97.1%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.2%	93.5%	97.2%	100.0%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	50.0%	85.7%	75.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.0%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	0.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	90.0%	90.3%	83.0%	81.0%	78.8%	82.4%	94.1%	90.9%
Heavenly Helpers	60.0%	75.0%	No Data					
Katys Home Health Care LLC	100.0%	91.9%	93.8%	93.3%	100.0%	96.6%	90.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	100.0%	75.0%

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



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

Clinton 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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	97.1%	91.5%	97.6%	85.3%	94.6%	100.0%	94.3%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	97.4%	91.7%	96.7%	100.0%	96.7%	95.5%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	85.7%	25.0%	100.0%	100.0%

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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.0%	100.0%	95.7%	92.9%	85.3%	97.2%	97.1%	97.1%
Heavenly Helpers	73.3%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	97.5%	94.4%	96.8%	97.1%	96.6%	90.9%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	100.0%	100.0%

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



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

## Clinton 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
Clinton County Community Action Program	91.7%	97.8%	98.2%	99.1%	98.2%	98.4%	98.5%	99.6%
Meals on Wheels of SW Ohio and Northern Kentucky	81.3%	96.3%	94.5%	100.0%	99.4%	98.7%	97.9%	98.1%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.1%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	82.4%	90.0%	94.4%	96.6%	97.6%	93.8%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	25.0%	100.0%	93.3%	100.0%	100.0%	96.4%	88.9%	92.3%

Can you depend on your meals driver?								
Historical Average: 99.4%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 0.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	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%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	94.1%	100.0%	97.1%	100.0%	97.5%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

## Clinton 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
Clinton County Community Action Program	97.1%	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	75.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%

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
Clinton County Community Action Program	65.7%	97.5%	97.2%	100.0%	95.1%	93.8%	87.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	80.0%	81.3%	100.0%	95.5%	96.6%	100.0%	92.3%

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
Clinton County Community Action Program	97.1%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	96.7%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	90.0%	93.8%	100.0%	100.0%	100.0%	94.4%	100.0%

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
Clinton County Community Action Program	97.1%	97.6%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

## Clinton 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
Clinton County Community Action Program	100.0%	100.0%	90.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data	No Data
Valley Transport LLC	No Data	80.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.3%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	0.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



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

## Clinton County ESP

### Medical Transportation SASI Scores

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



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

## Clinton County ESP

### Medical Transportation SASI Scores

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	0.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



# Appendix A: Methodology for SASI Analysis

## Clinton 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 93 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**

<b>Top Performer</b>	> ½ Historical Standard Deviation Above the Mean
<b>Under Performer</b>	< ½ Historical Standard Deviation Below the Mean
<b>Average Performer</b>	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
<b>Insufficient Sample Size</b>	< 7 SASIs contribute to score

# Clinton County Elderly Services Program

## Levy Projection

CURRENT COA PROJECTION: Feb 2026

	Year 1 2023 Actual	Year 2 2024 Actual	Year 3 2025 Est.	Year 4 2026 Est.	Year 5 2027 Est.	Levy Cycle Total
<b>Revenue</b>						
Beginning Fund Balance	252,802	751,021	1,254,874	1,536,856	1,619,604	252,802
Levy Revenue (Cash Basis)	2,267,001	2,281,312	2,281,312	2,281,312	2,281,312	11,392,250
COA Levy Draw	1,721,243	1,777,458	1,999,330	2,198,565	2,393,063	10,089,658
Title III and State Funding (Accrual Basis)	376,525	39,495	51,171	50,144	47,666	565,000
Client Donations & Co-Pays (Accrual Basis)	26,637	36,563	33,718	33,223	34,537	164,678
Total Revenue to support ESP	2,124,405	1,853,516	2,084,219	2,281,932	2,475,266	10,819,338
<b>Total Available Revenue (incl. previous year carryover)</b>	<b>2,922,965</b>	<b>3,108,390</b>	<b>3,621,076</b>	<b>3,901,536</b>	<b>3,983,120</b>	<b>12,042,965</b>
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	1,602,422	1,434,351	1,501,749	1,606,951	1,772,405	7,917,879
Heathy Aging Grant	-	(155,709)	-	-	-	(155,709)
FTH Provider Services	34,031	25,490	17,832	27,828	29,763	134,944
Information & Assistance (Accrual Basis)	4,794	1,796	4,685	4,861	5,007	21,143
Care Management (Accrual Basis)	270,089	306,893	334,538	326,808	338,246	1,576,574
FTH Care Management	51,783	42,005	70,126	71,193	73,328	308,436
Senior Center Funding	26,956	81,488	23,500	100,000	100,000	331,944
Program Management (Accrual Basis)	134,330	117,201	131,789	144,291	156,516	684,127
<b>Total COA Operational Expenditures</b>	<b>2,124,405</b>	<b>1,853,516</b>	<b>2,084,219</b>	<b>2,281,932</b>	<b>2,475,266</b>	<b>10,819,338</b>
<b>Timing and Settlement fee adjustment adjustment</b>	<b>47,540</b>					
<b>Actual &amp; Estimated Median Fund Balance</b>	<b>751,021</b>	<b>1,254,875</b>	<b>1,536,856</b>	<b>1,619,604</b>	<b>1,507,853</b>	<b>1,507,853</b>
<b>Year Ending Client Census</b>	<b>468</b>	<b>452</b>	<b>439</b>	<b>463</b>	<b>487</b>	
<b>Estimated Clients Served Annually</b>	<b>670</b>	<b>637</b>	<b>648</b>	<b>672</b>	<b>696</b>	

**Assumptions:**

**Census:** Census is estimated based on the market penetration and outreach efforts

**Revenues:**

**Levy Tax Collections:** 2024 annual collection is based on updates from the auditor's office. COA reconciled to the auditors report with no adjustment needed; 2024 collection amount is used for the remainder of the cycle (2025-2027)

**Title III revenue** The 2024-2027 revenues are based on actual and projected available Federal funding (in 2023 COA utilized additional ARPA funds).

In 2024, COA received \$216,885 in Healthy Aging grant. COA used 70% of this grant to offset the Provider services at no administrative cost.

**Costs:**

Provider services costs are estimated on a Cost per Client basis; **Home Modification** costs were reduced by 50% in anticipation of using the HUD grant dollars to execute certain job requests through June of 2026; **Home Delivered Meals** are estimated based on 38% of clients enrolled using the service and receive on average 24 meals/month. The cost per meal dropped in Oct of 2023 following an RFP; cost will increase 4% in subsequent years. **Home Care Assistance** is estimated for 47% of clients enrolled, with an average of 28 units per client per month, and cost increases in line with HCA RFP rate increases; Reduced the cost of EMRS due to new RFP, where Guardian's (contracted vendor) cost was 80% of the previous rate.

A yearly amount of \$50,000, increased to \$100,000 for Senior Centers is administered by COA in conjunction with the Advisory Council. Most of the 2025 project costs were incurred in early 2026.

**UPDATES from last report**

Market penetration at the end of 2025, based on the updated eligible population, was 44.3%

To maintain an average increase of 2 clients/month, the market penetration is projected to increase 3.8%-3.9% for both 2026 and 2027; the expected census growth is based on planned increased efforts for community outreach

Projected amounts to spend on Senior Center in both 2026 and 2027 is \$100,000

Amount of Title III funding to be spent within the levy was reduced to \$47,666 in both 2026 and 2027; A carve out amount of \$24,161 was moved to be spent in the county outside of levy services

Percentage of clients enrolled who receive meals continues to grow - it has reached 40% at the end of 2025.

CDC clients as a percentage of total enrolled clients has almost doubled in 2025 (reached 9.5% in Q4'25 vs 5.2% in 2024), traditional HCA services decreased (42% at the end of 2025 vs. 49% in 2024) .

HUD grant that supports cost for Home Modifications will be completely spent by June 2026, then costs will revert to the levy for all eligible projects



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



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 \_\_\_\_\_

## Clinton County Elderly Services Program

2026

### CONFLICT OF INTEREST POLICY

#### **INTRODUCTION**

This policy shall apply to the Clinton 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 Clinton County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Clinton 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 Clinton 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 Clinton 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 Clinton 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**

Clinton County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Clinton 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 Clinton 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 Clinton County Elderly Services Program without full disclosure to Clinton County Elderly Services Advisory Council.

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

## **EXCEPTIONS**

1. Upon disclosure of any violation of these standards, Clinton 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 Clinton County Elderly Services Program Advisory Council. Must be completed by each Clinton 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 Clinton County Elderly Services Advisory Council)*

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

\_\_\_\_\_ I have received and read the "Conflict of Interest" policy of the Clinton 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 Clinton 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 Clinton County Elderly Services Advisory Council itself;
2. You are a member of Clinton 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 Clinton County Elderly Services Program;
5. You have a personal interest in a matter before Clinton 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 Clinton County Elderly Services Program.