AGENDA
CCESP Advisory Council Meeting

December 2, 2026 | 9:00 am – 10:30 am
Clinton County Office Annex, 111 S. Nelson Avenue, Wilmington OH 45177
Entrance B, Community Room A
https://teams.microsoft.com/meet/2923947013991748?p=dxT8bIGA76jXy9hxdw
Meeting ID: 292 394 701 399 174 8 | Passcode: KM6kf7R9

CALL TO ORDER	Nicole Rodman
APPROVAL OF MINUTES ❖ September 16, 2026 Minutes (Action Needed)	Nicole Rodman
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ Senior Farmers Market Nutrition Program ▪ Fresh Connect Program ○ 2026 RFP Plan & Competitive Bidding Criteria ○ Provider Monitoring Review Schedule ❖ Provider Quality Report	Kim Clark & Ronnie Spears Antoinette Moore Antoinette Moore
OLD BUSINESS ❖ Service Specification & Conditions of Participation Changes (Action Needed) ❖ Client Cost Share Update ❖ CareDirector/COAR ❖ Levy Update	Antoinette Moore Kim Clark Kim Clark Kim Clark Kim Clark
NEW BUSINESS ❖ Five-Year Levy Projections ❖ Community Engagement ○ Senior Center Outreach ❖ 2027 Meeting Schedule	Ronnie Spears & Kim Clark Paula Smith Nicole Rodman
HEARING THE PUBLIC	Nicole Rodman
ADJOURNMENT (Action Needed)	Nicole Rodman

NEXT MEETING: March 16, 2027

MINUTES
CCESP ADVISORY COUNCIL MEETING
WEDNESDAY, SEPTEMBER 16, 2026 @ 9:00 A.M.

ATTENDANCE

Members Present:	***COA Staff:***	***Guests:***
Tim Blackburn Sue Caplinger Stella Cramer Don Gephart Timothy Hawk Meda Pittser Krista Rannells	Haley Allgood Kim Clark Hannah McCarren Antoinette Moore Stephanie Seyfried Ronnie Spears	
Excused:	***Facilitator:***	***Scribe:***
David Moore	Nicole Meyers	Chris Adams
Absent:		

CALL TO ORDER / INTRODUCTIONS

The September 16, 2026, CCESP Advisory Council meeting was called to order at 9:01 a.m. by Nicole Myers, Advisory Council Chair, and introductions were made.

APPROVAL OF MINUTES

The minutes from the June 16, 2026 CCESP Advisory Council meeting were presented for approval. Nicole Myers asked for any questions, additions, or corrections. With there being none, Nicole called for a motion to approve the minutes.

Motion: Stella Cramer made a motion to approve the June 16, 2026 meeting minutes.
Second: Don Gephart seconded the motion.
Action: The June 16, 2026 minutes were unanimously approved.

QUARTERLY REPORTS

Program Dashboard & Financial Report (Apr-June)

Kim reviewed the Program Dashboard (see handout for details). The 2nd quarter showed steady performance across the ESP and Fast Track Home programs. The ESP census closed the quarter at 433, with 33 new enrollments and 30 disenrollments. The cost per client rose slightly to $396.19. The most utilized services by units billed were home delivered meals (11,443 units) and home care assistance (4,517 units), with home care assistance accounting for $158,223 in quarterly payments and home-delivered meals at $132,446. Fast Track Home (FTH) had 16 new enrollments in Q2, with approximately half originating from hospital referrals and the remainder from skilled nursing facilities. Home-delivered meals saw a notable increase from 9 individuals in Q1 to 20 in Q2, reflecting greater need among individuals transitioning home. The average length of stay in FTH was 48 days with 41.67% of individuals transitioned into the ESP program at the end of the 60 days. The average intake-to-enrollment ESP

assessment time was 15 days, down one day from the prior quarter, with further improvement anticipated as a new staff member complete training. Client satisfaction survey results remained strong: home-delivered meals at 98% overall satisfaction, home care assistance at 94%, and medical transportation at 100%. The Medicare Benefit Cost Savings program assisted two members in accessing their Medicare Advantage plan benefits, saving $600 in cost to the levy.

Discussion followed the program dashboard report regarding improving hospital referrals to FTH, particularly in light of a new Kettering hospital opening in Wilmington. The suggestion was made to explore having a liaison at both Clinton Memorial and Kettering Wilmington hospital to increase FTH referrals. Kim is going to bring the Advisory Council's suggestions to the FTH manager and explore historical data from the care transitions program for comparison of referral data. Krista Rannells will share a Kettering contact with Kim.

Action: Kim to share suggestions from the Advisory Council with the FTH manager, explore historical data from the care transitions program for comparison of referral data, and reach out to Krista R. for Kettering discharge planning contact.

Ronnie reviewed the 2nd quarter financial report. This report covers the first six months of actuals (January–June) and six months of projections (July–December) for the current calendar year. Revenue and tax levy appropriations were budgeted at approximately $2.4 million; the year-end projection reflects coming in under budget by approximately $174,000, or 7.4%. Operational expenses are under budget by 5.3%, with all line items tracking favorably. Purchased services are under budget by approximately 8.5%, with minor overages in consumer-directed care and medical transportation offset by savings elsewhere. The primary driver of the under-budget position is the client census, which is projected to end the year at approximately 449 versus a budgeted 469.

Program Update Report

Antoinette shared the Program Update report which included maximum reimbursement rates for Clinton County effective October 1, 2026 through September 30, 2027 (see handout for details). Extended Family Home Health Services self-terminated their Adult Day Services contract. The home medical equipment provider Janz Medical Supply, which had recently agreed to lower rates, subsequently notified Council on Aging of their intent to terminate their contract due to internal company issues. The team is actively seeking new HME providers through a recertification process. The active RFP for home care assistance resulted in 13 total providers awarded for ESP home care assistance (2 new) and 10 for Fast Track Home (1 new). Five providers were awarded for ESP transportation which included one new stretcher transportation provider. All awarded providers are in a pre-certification phase and must submit required documentation (e.g., BCI checks, insurance) before contracts are fully executed. A provider meeting is scheduled for September to communicate new expectations, quality standards, and internal processes. A provisional contract clause for first-year providers has been reinstated to reinforce quality accountability. The Senior Farmers Market program reported $913 in redeemed vouchers out of approximately $1,900 distributed, representing approximately 51% redemption. Outreach efforts to increase redemption included mailers, phone and email campaigns, and case manager engagement which contributed to an increase from the year prior. A partnership with the Clinton County Foundation provided an additional $500 in vouchers distributed on a first-come, first-served basis at an August 22 market event. Remaining vouchers can be used by November 30, 2026 at participating fall markets and honey stands.

OLD BUSINESS

Senior Center Grant Application Review

Antionette and Hannah presented the senior center grant applications. These applications were presented at the June meeting. At that time, the Advisory Council decided to postpone review of the applications. The council agreed that the application should be revised with the eligibility criteria more clearly stating that the grant is limited to Clinton County senior center improvements. Additionally, the scoring rubric will be included with the application to provide an understanding of the evaluation criteria. On June 17, 2026, the application process was re-opened with the revised criteria with submissions due by July 17, 2026. Three applications were received:

Blanchester Senior Citizens requested $30,900 (contributing $1,000 of a $31,900 total project cost) to replace acoustic panels in their main gathering space, including wall repair and repainting. The project addresses hearing accessibility for a significant portion of their membership. The application scored 49 out of a 50 point maximum, meeting all nine criteria with strong documentation including photos, budget breakdown, and two contractor quotes.

Clinton County Community Action requested $3,995 (full project cost, no applicant contribution) to seal their parking lot, following a resurfacing project funded in the prior year. The project is estimated to benefit 40–50 individuals per day and addresses fall hazard risks for seniors using walkers and wheelchairs. The application scored 45, meeting all nine criteria.

New Vienna requested $18,700 (contributing $2,500 from an NCB grant award, toward a $21,200 total project cost) to replace deteriorating flooring in their main gathering space. The project addresses trip and fall hazards and aims to expand usable space for programming. The application scored 48, meeting all nine criteria, and included documentation of building authority, financial statements, and two contractor quotes.

Following review, scoring, and discussion of each application, Nicole requested a motion to approve the funding for the application.

Motion: Tim Blackburn made a motion to approve funding for the grant applications for Blanchester Senior Citizens, Clinton County Community Action, and New Vienna Community Center.

Second: Tim Hawk seconded the motion.

Action: Funding for the three senior center grant applications was unanimously approved.

Abstentions: Stella Cramer and Don Gephart abstained from voting on the Senior Center Grant applications.

Discussion of applications included the potential future establishment of a minimum scoring threshold and a tiebreaker process for years in which requests exceed available budget.

ESP Advisory Council Hybrid Policy

Kim reviewed the ESP Advisory Council Hybrid Policy that was presented at the June 2026 meeting (see handout for details). The policy allows for virtual participation in Advisory Council meetings under defined conditions, providing flexibility during inclement weather or illness. Key provisions include: Fully or partly virtual meetings require rollcall voting rather than voice votes; ,meetings involving non-routine expenditures, tax levy issues, or increased levy recommendations must be held in person and cannot be conducted virtually; and virtual attendance allows members to participate and vote, supporting quorum maintenance during challenging conditions. The policy is not intended to shift meetings to a fully virtual format but rather to prevent cancellations and ensure quorum and voting can still occur.

Nicole requested a motion to approve the ESP Advisory Council hybrid meeting policy.

Motion: Stella Cramer made a motion to approve the ESP Advisory Council hybrid meeting policy.
Second: Don Gephart seconded the motion.
Action: The ESP Advisory Council hybrid meeting policy was unanimously approved.

CareDirector Update

Kim provided an update on the planned replacement of the CareDirector case management system, which currently runs on a platform scheduled to sunset in January 2029. COA evaluated multiple options, including off-the-shelf case management software and alternative platforms such as Salesforce and Microsoft Dynamics 365. It was determined that off-the-shelf solutions were comparably priced to building a new platform but offered less flexibility. Microsoft Dynamics 365 was selected as the new platform. The organization is currently in the scoping and project structure phase, with no development work yet underway. The transition will be phased: the first phase will replicate current functionality, followed by subsequent phases to identify efficiencies, enhancements, and new capabilities. Care manager input will be incorporated as the project progresses. The existing Microsoft infrastructure is expected to ease the transition.

Levy Update

Kim provided an update on the Clinton County levy renewal campaign. Outreach activities are underway and include presentations to village councils (including Savannah Village Council on the September 24th), engagement with the Wilmington Area Ministerial Association (23 ministry leaders), and targeted mailings to likely absentee voters. The levy committee is analyzing voting trends to focus efforts in higher-turnout areas. The possibility of securing donated billboard space through LIND Media was raised as a cost-effective advertising strategy. Yard signs have been delivered and are available at COA's office on Rombach.

NEW BUSINESS

Veteran Directed Care Program

Stephanie shared information about the Veteran Directed Care program. COA currently holds a contract with the Cincinnati VA to provide Veteran Directed Care, a program that allows veterans to hire their own caregivers and manage a VA-approved spending plan. A new contract has been executed with Pennyrile Area Development District, which serves as a "super hub" under the VA's hub-and-spoke administrative model. This contract enables referrals from the Dayton VA, expanding the program's reach to veterans in Clinton County who primarily receive care at Dayton or Chillicothe rather than Cincinnati. Four new referrals have been received under the new contract. Council on Aging's role includes care management, quarterly home visits, monthly check-in calls, and budget monitoring. Eligibility is determined by the VA and generally requires assistance with two or more activities of daily living. Veterans with cognitive impairments may designate a representative to manage their spending plan. The program offers significantly higher care budgets than the levy can provide and may allow some levy-enrolled veterans to transition to VA-funded services, creating potential cost savings. Outreach to the Wilmington VA satellite office and the county service officer (Jeff Olson) was identified as a next step, along with exploration of expanding the Super Hub model to include Chillicothe VA referrals.

Action: Stephanie to connect with Wilmington VA satellite office (Jeff Olson).

Draft 2027 Budget

Ronnie presented the draft 2027 budget (see handout for details). The budget is structured similarly to the 2026 budget, with approximately 8.6% growth budgeted over 2026 projections to account for anticipated census growth. A 2% contingency is included. A line item for the new cost share model has been realigned to reflect current projections; a full cost share update will be presented at the next meeting.

Action: Ronnie to provide a cost share update at the December meeting.

Nicole requested a motion to approve the draft 2027 budget.

Motion: Stella Cramer made a motion to approve draft 2027 budget.
Second: Don Gephart seconded the motion.
Action: The draft 2027 budget was unanimously approved.

HEARING THE PUBLIC

No one from the public was in attendance.

ADJOURNMENT

With no further business to discuss, Nicole requested a motion to adjourn the meeting at 10:56 a.m.

Motion: Stella Cramer made a motion to adjourn.
Second: Don Gephart seconded the motion.
Action: The meeting was adjourned at 10:56 a.m.

NEXT MEETING

December 1, 2026



Clinton County ESP
Program and Financial Report
Quarter 3, 2026 (July - September 2026)

Clinton County ESP
Quarter 3, 2026 (July - September 2026)
EXECUTIVE SUMMARY

Highlighted Findings

1. Census Trends

A. Compared to last year (Quarter 3, 2025), census decreased by 30 clients (from 432 to 402) or -6.94%.

B. Compared to last quarter (Quarter 2, 2026), census decreased by 31 clients (from 433 to 402) or -7.16%.

2. Fast Track Home

A. Average length of stay increased by 9 days compared to Q2 2026, rising from 48 to 57.

B. New enrollments increased from 16 in Q2 2026 to 19 in Q3 2026.

C. Total clients who transferred to ESP from FTH increased by 2 from Q2 2026 to Q3 2026, rising from 6 to 8 clients.

3. Financials

A. Total Levy Revenue: The amount projected to be drawn down from the levy is $2.2 million through the third quarter, as compared to the budgeted amount of $2.4 million. The variance is under budget by $173,953 or 7.4%.

B. Total Expenses: The expenses projected as of the third quarter are $2.2 million as compared to $2.4 million in the budget. The variance is under budget by $197,322 or 8.1%.

C. Purchase Services: The projected purchased services expenses are under by $166,516 or 9% as compared to budget.

Clinton County ESP

Quarter 3, 2026 (July - September 2026)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

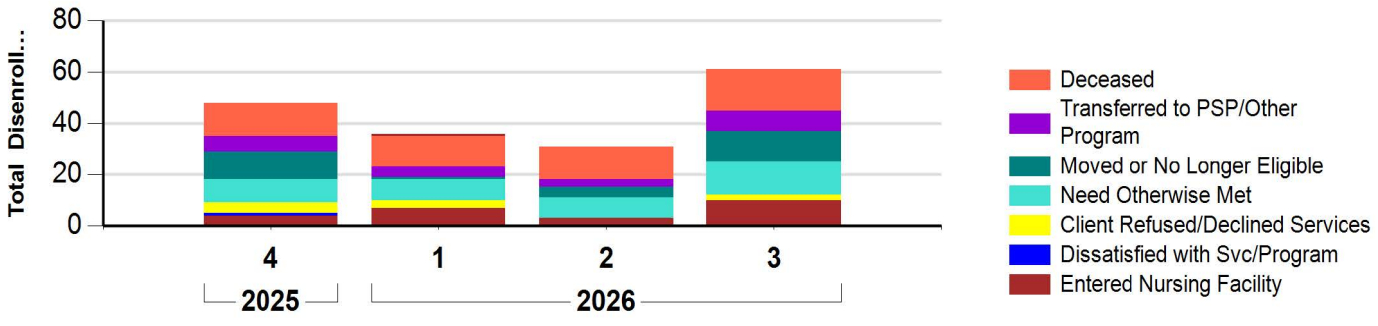
Year	2025	2026		
Quarter	4	1	2	3
ESP	**435**	**428**	**433**	**402**
FTH	**4**	**6**	**10**	**14**
Medicaid Programs	**160**	**148**	**156**	**157**
Passport	42	22	31	24
Assisted Living	1	1	1	1
Molina	45	42	38	43
Anthem		58	59	56
Buckeye		0	1	1
CareSource		25	26	32
Aetna	72	0	0	0

Quarter-End Census, New Enrollments, and Disenrollments

Year	2025	2026		
Quarter	4	1	2	3
Quarter-End Census	435	428	433	402
New Enrollments	48	31	33	29
Disenrollments	48	36	31	61

Disenrollment Outcomes

Year	2025	2026		
Quarter	4	1	2	3
Client Refused/Declined Services	4	4	0	2
Deceased	13	12	13	16
Dissatisfied with Svc/Program	1	0	0	0
Entered Nursing Facility	4	7	3	10
Moved or No Longer Eligible	11	1	4	12
Need Otherwise Met	9	8	8	13
Transferred to PSP/Other Program	6	4	3	8
Total	**48**	**36**	**31**	**61**

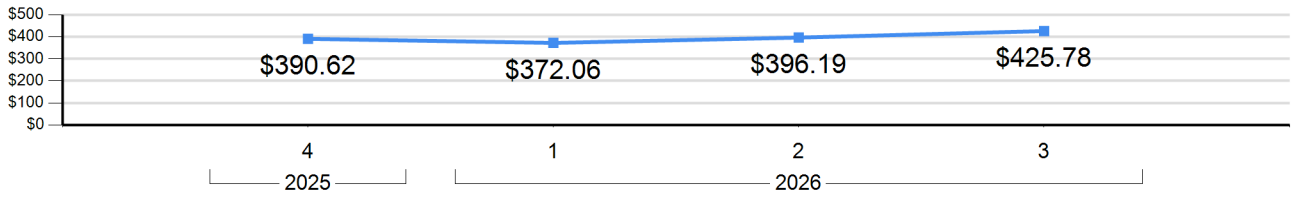


Clinton County ESP

Quarter 3, 2026 (July - September 2026)

TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group[1]

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	3	4	2	2
Consumer Directed Care	40	36	43	40
Electronic Monitoring Systems	236	247	248	242
Home Care Assistance	220	206	211	212
Home Delivered Meals	219	183	185	172
Home Medical Equipment	19	18	16	14
Home Modification	5	3	11	3
Laundry Service	4	5	6	6
Other Services	0	0	1	1
Transportation	12	13	16	13
All Services (Unduplicated)	**451**	**437**	**431**	**417**

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

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	12	11	25	17
Consumer Directed Care	2,175	1,560	3,175	2,030
Electronic Monitoring Systems	668	675	701	672
Home Care Assistance	4,134	4,073	4,517	4,775
Home Delivered Meals	13,916	12,486	11,443	11,852
Home Medical Equipment	25	21	19	15
Home Modification	5	4	13	4
Laundry Service	14	46	55	58
Other Services	0	0	4	3
Transportation	60	92	88	58

Dollars Paid by Service Group (Purchased Services)

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	$1,123	$1,234	$2,775	$1,869
Consumer Directed Care	$51,517	$45,739	$45,739	$53,749
Electronic Monitoring	$14,948	$15,281	$16,159	$15,522
Home Care Assistance	$146,254	$143,534	$158,223	$166,869
Home Delivered Meals	$160,882	$144,692	$132,446	$137,993
Home Medical Equipment	$5,816	$6,290	$7,098	$4,371
Home Modification	$5,905	$1,550	$20,545	$7,372
Laundry Service	$654	$2,060	$2,707	$2,591
Other Services	$1,235	$2,248	$5,550	$900
Transportation	$6,147	$9,103	$8,439	$5,272
All Services	**$393,826**	**$371,731**	**$399,681**	**$396,508**

CDC payroll taxes paid in Q3 for months prior to Q3 were $9,355.73

Clinton County ESP FTH
Quarter 3, 2026 (July - September 2026)
FAST TRACK HOME CENSUS TRENDS

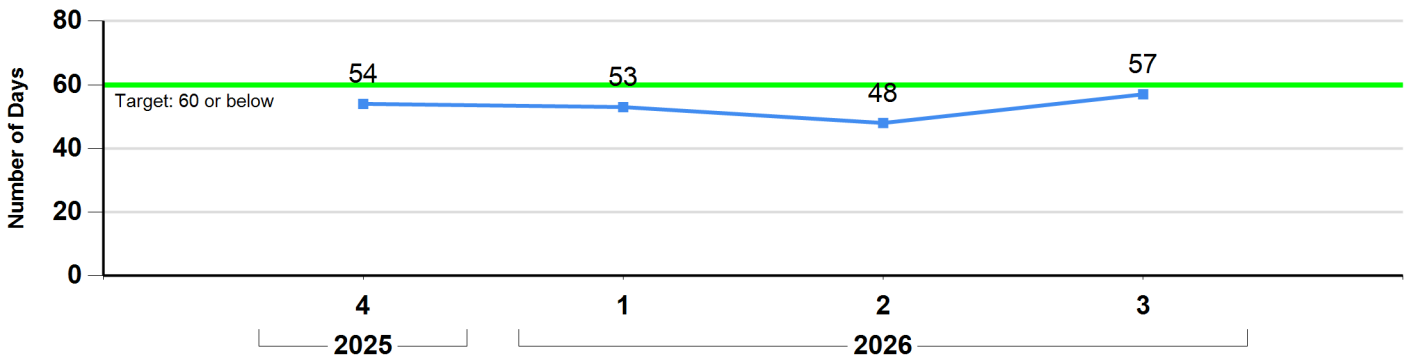
Total Clients Served, New Enrollments, Disenrollments

	2025	2026		
	Quarter 4	Quarter 1	Quarter 2	Quarter 3
New Enrollments	6	10	16	19
Disenrollments	11	8	12	15
Clients Transferred to ESP	5	4	6	8
	45.45%	50.00%	50.00%	53.33%

Enrollment by Setting

	2025	2026		
Enrollment Setting	Quarter 4	Quarter 1	Quarter 2	Quarter 3
Hospital Enrollment	5	7	8	10
Skilled Nursing Facility Enrollment	1	3	6	1
Community Enrollment	0	0	0	6
Spousal Meals	0	0	2	0
Other	0	0	0	2
Total	**6**	**10**	**16**	**19**

Average Length of Stay



Clinton County ESP FTH

Quarter 3, 2026 (July - September 2026)

FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2025	2026		
Quarter	**4**	**1**	**2**	**3**
Electronic Monitoring Systems	4	4	7	7
Home Care Assistance	4	8	10	10
Home Delivered Meals	4	9	20	15
Home Medical Equipment	1	2	9	3
Home Modification	0	0	1	0
Transportation	0	0	2	0
All Services (Unduplicated)	**11**	**11**	**23**	**21**

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

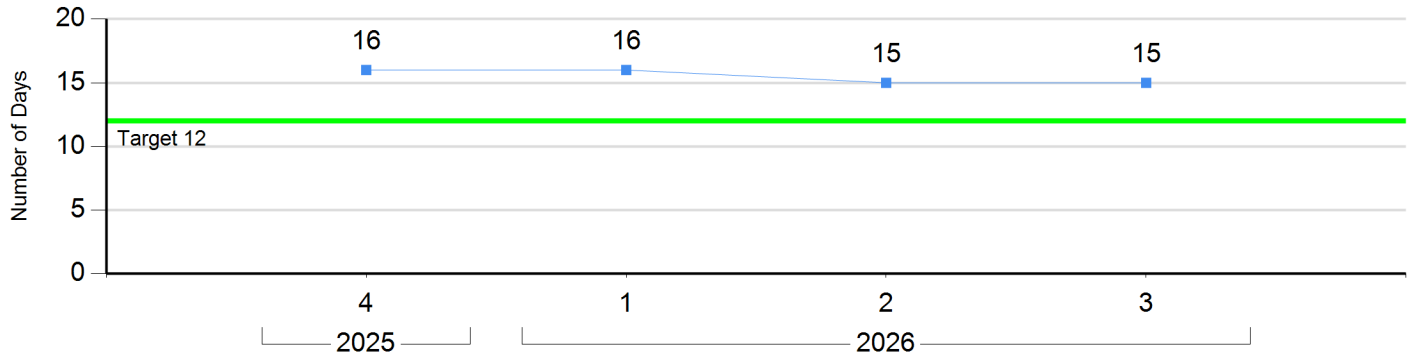
Year	2025	2026		
Quarter	**4**	**1**	**2**	**3**
Electronic Monitoring Systems	4	7	10	11
Home Care Assistance	37	65	82	87
Home Delivered Meals	119	318	476	390
Home Medical Equipment	2	4	16	6
Home Modification	0	0	1	0
Transportation	0	0	8	0

Dollars Paid by Service Group (Purchased Services)

Year	2025	2026		
Quarter	**4**	**1**	**2**	**3**
Electronic Monitoring Systems	$84	$133	$193	$202
Home Care Assistance	$1,336	$2,276	$2,827	$2,984
Home Delivered Meals	$1,413	$3,787	$5,650	$4,629
Home Medical Equipment	$170	$403	$1,422	$537
Home Modification	$0	$0	$720	$0
Transportation	$0	$0	$240	$0
All Services	**$3,003**	**$6,599**	**$11,052**	**$8,351**

Clinton County ESP
Quarter 3, 2026 (July - September 2026)
Traditional ESP PERFORMANCE TRENDS

Average Number of Days from Intake Call to the Enrollment Assessment[1]



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2025	4	285	5	2%	81%	17%
2026	1	299	4	1%	77%	22%
2026	2	305	5	2%	82%	16%
2026	3	308	0	0%	83%	17%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	99.13%	97.56%	98.09%	97.67%
Good Choice of Meals Available	97.67%	95.16%	93.48%	96.30%
Distinct Clients Surveyed	40	61	45	27

Medical Transportation - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	100.00%	100.00%	100.00%	100.00%
Service Returns Client Home Promptly	100.00%	100.00%	100.00%	100.00%
Distinct Clients Surveyed	1	4	2	1

Home Care Assistance - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	94.51%	94.82%	94.21%	94.80%
Aide is Dependable	94.23%	94.20%	91.07%	97.50%
Distinct Clients Surveyed	52	69	56	40

Clinton County ESP

Quarter 3, 2026 (July - September 2026)

MEDICARE BENEFIT COST SAVINGS

Referrals				
Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Number of Members Assisted	1	2	2	1
Over the Counter (OTC)	1	2	2	1

Number of Qualified Customers to Receive Service through Insurance				
Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Emergency Response Service	0	1	0	1
Medical Transportation (Estimated Average)	0	2	2	1

Total Cost Savings by Quarter				
Quarter _ Year	Q4_2025	Q1_2026	Q2_2026	Q3_2026
Total Cost Savings(as of qtr. end date)	$0	$900	$600	$600

Total Annual Cost Savings	2025	2026
	$8,400	$2,100

COA
Council on Aging

Clinton County ESP
Quarter 3, 2026 (July - September 2026)
FINANCIALS: Based on Actual Revenue & Expenses as of September 30, 2026

		Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue					
Tax Levy Appropriations		$2,181,624	$2,355,577	($173,953)	-7.4%
Federal and State Funding					
Title III B		$3,726	$14,866	($11,140)	-74.9%
Title III C2 - Home Delivered Meals		17,799	17,799	0	0.0%
Title III E - Caregiver Support		4,488	0	4,488	100.0%
Alzheimer's		1,647	0	1,647	100.0%
Nutrition Services Incentive Program (NSIP)		11,851	15,001	(3,150)	-21.0%
Senior Community Services (SCS)		0	0	0	0.0%
Other Federal		0	0	0	0.0%
Client Contributions					
Client Donations		9	0	9	0.0%
Client Cost-share		25,573	40,796	(15,223)	-37.3%
Total Revenue		**$2,246,716**	**$2,444,038**	**($197,322)**	**-8.1%**
Expenses					
Operational Expenses					
COA Administration		$142,064	$154,541	$12,477	8.1%
Intake & Assessment		4,534	5,014	480	9.6%
FTH Case Management		56,732	72,617	15,885	21.9%
Case Management		351,718	353,682	1,964	0.6%
Total Operational Expenses		**$555,048**	**$585,854**	**$30,805**	**5.3%**
Purchased Services					
Home Care Assistance		$638,353	$727,600	$89,247	12.3%
Laundry		9,950	9,000	(950)	-10.6%
Consumer Directed Care		195,376	177,714	(17,663)	-9.9%
Respite Services		3,998	9,000	5,002	55.6%
Home Medical Equipment		22,237	23,054	817	3.5%
Emergency Response Systems		62,142	67,535	5,394	8.0%
Minor Home Modifications		56,419	73,464	17,045	23.2%
Chore		5,826	3,865	(1,961)	-50.8%
Home Delivered Meals		566,436	645,436	79,000	12.2%
Adult Day Service		7,557	0	(7,557)	-100.0%
Medical Transportation		31,531	21,518	(10,013)	-46.5%
Senior Center Funding	*	91,844	100,000	8,156	8.2%
Gross Purchased Services		**$1,691,668**	**$1,858,185**	**$166,516**	**9.0%**
Gross Program Expenses		**$2,246,717**	**$2,444,038**	**$197,322**	**8.1%**
Client Census	**	**422**	**469**	**47**	**10.0%**
Cost of Services per Client		**$309.79**	**$304.02**	**($5.77)**	**-1.9%**

* Senior Center Funding is higher due to the timing of 2025 invoice
** Projected year end census

Clinton County ESP
Quarter 3, 2026 (July - September 2026)
REPORT NOTES

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 discrepency 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
November 2026

Adult Day Services (ADS)

No changes since the last report.

Electronic Monitoring Systems (EMS)

No changes since the last report.

Environmental Services (ENVIR)

No changes since the last report.

Home Care Assistance (HCA)

Assisted Care by BlackStone has terminated their agreements for ESP and FTH effective 10/30/26. The goal was to have all clients transitioned to another eligible provider by 10/16/26. The client transition plan is complete.

The Home Care Assistance Request for Proposal (RFP) resulted in contracting with 13 agencies with a 10/1/26 effective date. The chart below reflects the six new providers added to the county as well as the existing providers that were re-awarded contracts.

Provider Name	Network Status	Category	Status
Addus HealthCare (South Carolina), Inc. dba Arcadia Home Care & Staffing	New to Network	Home Care Assistance & Fast Track Home	Contracted
Interim Healthcare	New to County	Home Care Assistance & Fast Track Home	Contracted
LCD Agency Services	New to County	Home Care Assistance & Fast Track Home	Contracted
Prime Home Care, LLC	New to County	Home Care Assistance	Contracted
Right at Home	New to County	Home Care Assistance & Fast Track Home	Contracted
SH of Southern Ohio, LLC	New to County	Home Care Assistance	Contracted
A Miracle Home Care	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
AnswerCare LLC	Re-awarded	Home Care Assistance	Contracted
Extended Family Home Health	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
First Community Health Services	Re-awarded	Home Care Assistance &	Contracted

		Fast Track Home	
Gabriel's Angels Homecare	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Nova Home Care	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Senior Helpers of Dayton	Re-awarded	Home Care Assistance & Fast Track Home	Contracted

Laundry Service

We are in the process of updating the Memorandum of Understanding (MOU) for our laundry providers. The additions to the MOU include an increase in quality measures.

Home Delivered Meals (HDM)

No changes since last report.

Home Medical Equipment (HME)

George's Medical is in the process of their precertification review. Their submitted documentation, policies and procedures, and pricing were approved. George's Medical have completed their CareDirector training. The next step is to move to contracting this provider for ESP HME services.

Janz Medical Supply submitted a termination notice 8/28/26 stating their company operations required the closure of their Cincinnati locations. The provider was fully terminated by 9/30/26.

Minor Home Modification and Repair (MHM)

George's Medical is in the process of their precertification review. Their submitted documentation, policies and procedures, and pricing were approved. George's Medical have completed their CareDirector training. The next step is to move to contracting this provider for ESP MHM services.

Senior Farmers Market Nutrition Program

Clinton County was awarded $1,900 to provide $50 benefits to 38 recipients. As of November 16, 2026, recipients have redeemed $1,230.67 of the total funding, representing approximately 65% of the award.

Fresh Connect Program: Clinton County Foundation donated $1,000. Council on Aging (COA) and Energize Clinton County distributed 40 - $25 vouchers to eligible seniors (age 60+, Clinton County residents) at the Clinton County Farmers Market during Social Services Day on August 22, 2026. The pilot was launched in direct response to a steep reduction in the county's allocation under the Ohio Senior Farmers' Market Nutrition Program (SFMNP), which fell from 129 participants in 2025 to just 34 in 2026. Fresh Connect was designed to help bridge a portion of that gap for the current growing season. All 40 vouchers were redeemed for fresh

produce by the recipients. See Clinton County Fresh Connect Program Report.

Transportation Services

Request for Proposal (RFP) awards have been sent regarding new Transportation contracts which went into effect 10/1/26. Please see the 2026 RFP Awarded Services grid below showing a breakdown of awarded businesses by service.

Provider Name	Network Status	Category	Status
Cincinnati Medical Transport	New to County	Medical Transportation – Stretcher Service	Contract effective at time successful completion of the program pre-certification review
Clinton County Community Action Program	Re-awarded	Medical and Non-Medical Transportation – Ambulatory and Non-Ambulatory	Contracted
MedaCare Transportation	Re-awarded	Medical and Non-Medical Transportation – Ambulatory and Non-Ambulatory	Contracted
Valley Transport	Re-awarded	Medical and Non-Medical Transportation – Ambulatory and Non-Ambulatory	Contracted
Warren County Community Services	Re-awarded	Medical and Non-Medical Transportation – Ambulatory and Non-Ambulatory	Contracted

Senior Center Grant Update

Up to $100,000 (county wide) is available to fund requests for delivering services to older adults over the age of 60 in Clinton County. Uses of the funding could include capital projects, or startup expenses for Senior Centers, within Clinton County. Applications were due 8/17/26.

Grant Recipients Update:

- New Vienna Community Center
  - Cincy Epoxy has been provided the forms COA needs to pay the invoice. Once received from the business COA will issue payment through EFT.
- Blanchester Senior Citizens Center

- Blanchester will be submitting request for payment via two separate invoices. Awaiting response from Blanchester regarding how they plan to submit for payment (as a reimbursement or as direct payment to the contractor).

- Clinton County Community Action Program
  - Submitted a new invoice that shows a higher rate than what was originally approved. CCCAP has already paid for the work and is submitting for reimbursement.
  - Original Ask-$3,995.00 New Ask-$5,575.00

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		
Clinton County ESP Providers	Review Type	Tentative Review 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:

- RFP 001-26: ESP Transportation Services was posted 4/15/26, with proposals to be submitted by Noon on 5/27/26. Proposals went through the RFP evaluation process, and awards for services starting 10/1/26

have gone out.

- RFP 002-26: ESP/FTH Home Care Assistance Services was posted 4/15/26, with proposals to be submitted by Noon on 5/27/26. Proposals went through the RFP evaluation process, and awards for services starting 10/1/26 have gone out.

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 Fresh Connect Program Report

A Senior Farmers Market Voucher Pilot Program

EXECUTIVE SUMMARY

Clinton County Fresh Connect was a one-day pilot voucher program designed to help older adults in Clinton County afford fresh, locally grown produce while supporting local farmers and generating data to guide future food-access programming. With a $1,000 investment from the Clinton County Foundation, the Council on Aging (COA) and Energize Clinton County distributed 40 numbered $25 vouchers to eligible seniors (age 60+, Clinton County residents) at the Clinton County Farmers Market during Social Services Day on August 22, 2026.

The pilot was launched in direct response to a steep reduction in the county's allocation under the Ohio Senior Farmers' Market Nutrition Program (SFMNP), which fell from 129 participants in 2025 to just 34 in 2026. Fresh Connect was designed to help bridge a portion of that gap for the current growing season.

All 40 vouchers were distributed, and COA collected brief, voluntary survey responses from recipients at the point of distribution. The findings below confirm strong demand, a high rate of regular market use among participants, cost as a significant and recurring barrier to fresh produce purchases, and a very high rate of self-reported benefit from the voucher itself.

40	39	85%
Vouchers Distributed	**Survey Responses**	**Voucher Impact**
of 40 available (100%)	of 40 recipients (97.5%)	said it enabled more produce purchases

BACKGROUND AND NEED

Access to affordable, nutritious food is a persistent challenge for older adults living on fixed incomes, many of whom face increased nutritional needs as they age. Fruits and vegetables are nutrient-dense foods central to healthy aging, yet cost remains a significant barrier for low-income seniors. When fresh food is unaffordable, seniors often substitute lower-cost, less nutritious processed foods, with consequences for long-term health and independence.

Clinton County has historically relied on the Ohio Senior Farmers' Market Nutrition Program (SFMNP) to help address this need. However, funding reductions cut the county's allocation from 129 participants in 2025 to only 34 participants in 2026; a decline of roughly 74% of participants. This left a substantial number of previously eligible seniors without access to the benefit heading into the 2026 growing season.

The Clinton County Foundation, Energize Clinton County, and the Council on Aging developed Fresh Connect as a modest, fast-turnaround response to help bridge part of this gap and to begin building an evidence base for future, larger-scale nutrition assistance efforts.

PROGRAM DESIGN AND IMPLEMENTATION

The Clinton County Foundation provided $1,000 to Energize Clinton County to support Fresh Connect during Social Services Day at the Clinton County Farmers Market.

The Foundation designed and produced 40 numbered vouchers, each valued at $25 and redeemable only on August 22, 2026, at participating Farmers Market vendors. Council on Aging distributed vouchers from its table on a first-come, first-served basis to residents who met two eligibility criteria:

- Age 60 or older
- Resident of Clinton County

Redemption Process

- Eligible seniors visited the COA table during Social Services Day.
- COA verified age and Clinton County residency.
- COA issued one numbered $25 Fresh Connect voucher per eligible participant.
- Participants redeemed vouchers for eligible fresh produce with participating vendors.
- Vendors submitted redeemed vouchers to the Farmers Market cashier for settlement at the end of the market.

All 40 vouchers were distributed within the eligibility window, indicating that demand met or exceeded the available supply.

SURVEY RESULTS

Of the 40 seniors who received a Fresh Connect voucher, 39 (97.5%) provided at least a partial survey response, providing a strong picture of both the population reached and participants' experience with the program. Respondents were concentrated in Wilmington, with 33 participants (82.5%) reporting a Wilmington ZIP code. The remaining respondents came from Sabina (3), New Vienna (1), and Martinsville (1), while two participants did not report a ZIP code. Although the concentration in Wilmington is consistent with the program's location at the Wilmington farmers market, participation from three surrounding communities demonstrates some reach beyond the immediate service area.

Fresh Connect reached both seniors with prior experience accessing food assistance and those who had not previously participated in such programs. Nineteen participants (47.5%) reported previously receiving benefits through the Ohio Senior Farmers' Market Nutrition Program (SFMNP), while 17 (42.5%) had not. Three respondents were unsure, and one did not respond. This nearly even distribution is particularly significant given the reduction in the county's SFMNP allocation from 129 participants in 2025 to 34 in

2026. The findings suggest that Fresh Connect helped address a gap created by the reduction in SFMNP availability while also connecting seniors who had not previously accessed produce assistance.

Participants were also largely regular users of the farmers market. Twenty-six respondents (65%) reported shopping at the market weekly, while another 10 (25%) visited at least monthly. Thus, 90% of participants were regular market customers. At the same time, responses from a first-time visitor and a participant who encountered the event by chance indicate that Fresh Connect also had some success reaching seniors who were not already closely connected to the market.

Survey responses further confirmed the affordability barrier the program was designed to address. Twenty-six participants (65%) reported that cost limits their ability to purchase fresh fruits and vegetables, compared with six (15%) who said cost was not a barrier. Six participants preferred not to answer, and one noted that affordability depended on the season and type of produce available. Against this backdrop, the Fresh Connect voucher had a clear reported impact: 34 respondents (85%) said the $25 voucher enabled them to purchase more fresh produce than they otherwise would have. Only three (7.5%) said it did not, one preferred not to answer, and two records were missing this response.

Taken together, the findings demonstrate that Fresh Connect reached a population with a clear need for affordable, healthy food while providing measurable short-term assistance. The program served both seniors previously connected to SFMNP and those new to produce assistance, with 85% of respondents reporting that the voucher increased their ability to purchase fresh produce. The results also suggest an opportunity to build on the program's existing reach by intentionally engaging seniors from surrounding communities and those who do not regularly visit the farmers market.

KEY TAKEAWAYS

Taken as a whole, the pilot points to demand that outpaced its modest supply as all 40 vouchers were claimed on a single day, consistent with the sharp cut to the county's SFMNP allocation. The program also reached its intended audience effectively, with 90% of respondents shopping at the farmers market at least monthly and 65% shopping there every week. At the same time, survey results confirm that cost remains a real and ongoing barrier for Clinton County seniors: nearly two in three respondents said cost limits their ability to buy fresh produce, reinforcing the case for continued or expanded assistance. Against that backdrop, the voucher's effect was clear and immediate, with 85% of respondents reporting that it let them buy more fresh produce than they otherwise would have. Roughly half of respondents were previous SFMNP recipients, suggesting Fresh Connect helped partially offset the loss of state benefits for at least some seniors affected by the 2026 funding reduction, while the remaining geographic reach into Sabina, New Vienna, and Martinsville shows some success extending beyond Wilmington, even as most participants remained concentrated there.

PROGRAM OUTCOMES VS. EXPECTED IMPACT

Measured against the goals set out in the original program plan, Fresh Connect met nearly every target.

Goal (as stated in program plan)	Status	Evidence
Help 40 seniors purchase fresh, locally grown produce	**Met**	40/40 vouchers distributed and redeemed
Provide an immediate food-access benefit on Social Services Day	**Met**	Same-day distribution and redemption
Support local farmers and vendors	**Met**	$1,000 in voucher spend directed to market vendors
Increase awareness of resources for older adults	**Met**	Event promoted jointly by all partners
Better understand food-access barriers among seniors	**Met**	39 of 40 participants (97.5%) surveyed
Build a foundation for future collaboration	**In progress**	Findings to inform next steps below

RECOMMENDATIONS FOR FUTURE PROGRAMMING

Several opportunities emerge to build on the success of the Fresh Connect pilot. Because all 40 vouchers were claimed on the day of distribution, the pilot demonstrated strong demand and suggests that a larger voucher allocation could be effectively utilized. With nearly half of respondents reporting no prior participation in SFMNP, targeted outreach could further expand the program's reach by connecting additional seniors who have not previously accessed produce-assistance resources.

Geographic expansion is another opportunity. Establishing a satellite Fresh Connect distribution site or offering additional pop-up distribution events in communities such as Sabina, Martinsville, and New Vienna would help reduce transportation-related barriers for older adults living outside Wilmington. This approach would expand access to nutritious food and extend Fresh Connect's reach to underserved rural areas across Clinton County. Similarly, transitioning from a single-day pilot to multiple distribution dates or a recurring seasonal model would allow assessing sustained demand and determine whether the positive outcomes observed during the pilot can be replicated throughout the growing season.

Most importantly, the pilot provides a strong foundation for future fundraising and program development. Full voucher utilization, a 97.5% survey response rate, and an 85% self-reported increase in fresh-produce purchasing demonstrate both demand and measurable participant benefit. Together, these findings provide compelling preliminary evidence to support a larger funding request to the Clinton

County Foundation and other potential funders and to guide the design of a more sustained Fresh Connect initiative.

APPENDIX

Survey Results Summarized

Clinton County Fresh Connect Initiative						
#	Zip Code	Have You Previously Received Ohio SFMNP Program Benefits	How often do you shop at the Clinton County Farmer's Market?	Would you Say Cost is a Barrier for you when thinking of purchasing fresh fruits and vegetables	Did the voucher you receive today enable you to purchase more fresh produce	Zip Code Area
1	45159	No	Once a month	Yes	Yes	New Vienna
2	45177	Yes	Once a month	No	Yes	Wilmington
3	45169	No	Every Week	Yes	Yes	Sabina
4	45177	No	Every Week	Yes	Yes	Wilmington
5	45177	Yes	Every Week	I prefer not to answer	Yes	Wilmington
6	45177	No	Every Week	No	Yes	Wilmington
7	45177	No	This is my first time	Yes	Yes	Wilmington
8	45177	No	Once a month	I prefer not to answer	Yes	Wilmington
9	45169	No	Every Week	I prefer not to answer	Yes	Sabina
10	45177	No	Every Week	No	Yes	Wilmington
11	45177	Yes	Once a month	Yes	Yes	Wilmington
12	45177	Yes	Once a month	Yes	Yes	Wilmington
13	45177	Yes	Every Week	Yes	Yes	Wilmington
14	45177	No	Once a month	Yes	Yes	Wilmington
15	45177	Yes	Every Week	No	Yes	Wilmington
16	45177	Yes	Every Week	Yes	Yes	Wilmington
17	45177	No	Once a month	Yes	Yes	Wilmington
18	45177	Yes	Once a month	Yes	No	Wilmington
19	45177	Yes	Every Week	I prefer not to answer	Yes	Wilmington
20	45177	Yes	Every Week	Yes	No	Wilmington
21	45177	Yes	Every Week	Yes	Yes	Wilmington
22	45177	Yes	Every Week	Yes	No	Wilmington
23	45177	Yes	Every Week	Yes	Yes	Wilmington
24	45177	Yes	Every Week	I prefer not to answer	I prefer not to answer	Wilmington
25						
26	45177	Yes	Every Week		Yes	Wilmington
27	45177	No	Once a month	Yes	Yes	Wilmington
28	45177	No	Every Week	Yes	Yes	Wilmington
29		No	Every Week	Yes	Yes	
30	45177	I do not know	Every Week	No	Yes	Wilmington
31	45177	No	Every Week	Yes	Yes	Wilmington
32	45177	Yes	Every Week	Yes	Yes	Wilmington
33	45177	Yes	Every Week	Yes	Yes	Wilmington

34	45177	I do not know	I just came randomly	I prefer not to answer	Yes	Wilmington
35	45177	No	Every Week	No	Yes	Wilmington
36	45177	No	Every Week	Yes	Yes	Wilmington
37	45146	No	Once a month	Sometimes - depends on season and produce	Yes	Martinsville
38	45177	I do not know	Twice a month	Yes	Yes	Wilmington
39	45169	Yes	Every Week	Yes	Yes	Sabina
40	45177	Yes	Every Week	Yes	Yes	Wilmington

Note: Record #25 was not completed by the participant and is included above for numbering continuity only.

COA
Council on Aging



Clinton County

PQR

Provider Quality Report

Quarter 2, 2026

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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: Provider Activity

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
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

Provider	Service Delivered - New	Effective
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
A Best Home Care, Inc.	Home Care Assistance	8/29/2025
A Miracle Home Care	Home Care Assistance	8/29/2025
Nova Home Care Co.	Home Care Assistance	8/29/2025
Extended Family Home Health Services	Adult Day Care	10/1/2025
Extended Family Home Health Services	Home Care Assistance	10/1/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026

Provider	Service On Hold	Effective
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
Extended Family Home Health Services	Adult Day Care	6/17/2026

Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Extended Family Home Health Services	0	0	0	0	0	4	11	25	**39**
Otterbein Lebanon Adult Day Service	0	0	0	9	11	8	1	0	**28**
Total Billable Units	**0**	**0**	**0**	**9**	**11**	**12**	**11**	**25**	**67**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Extended Family Home Health Services	0	0	0	0	0	34.78%	95.45%	100.00%
Otterbein Lebanon Adult Day Service	0	0	0	100.00%	100.00%	65.22%	4.55%	0
Total Market Share	**0**	**0**	**0**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Extended Family Home Health Services	0	0	0	0	0	2	3	2	**2**
Otterbein Lebanon Adult Day Service	0	0	0	1	1	2	1	0	**1**
Total Distinct Clients Served	**0**	**0**	**0**	**1**	**1**	**4**	**4**	**2**	**2**

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Palco, Inc.	1,893	1,643	1,406	1,693	2,444	2,175	1,560	3,175	**15,989**
Total Billable Units	**1,893**	**1,643**	**1,406**	**1,693**	**2,444**	**2,175**	**1,560**	**3,175**	**15,989**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Palco, Inc.	22	23	26	33	39	40	35	42	**33**
Total Distinct Clients Served	**22**	**23**	**26**	**33**	**39**	**40**	**35**	**42**	**33**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
A Miracle Home Care	0	0	0	0	11	602	436	592	**1,639**
AnswerCare LLC	0	0	0	0	133	226	167	117	**642**
Assisted Care by Black Stone of CIN	0	0	0	0	59	223	197	225	**703**
Extended Family Home Health Services	0	0	0	0	0	911	1,335	1,687	**3,933**
First Community Health Services, LLC	163	147	124	143	184	153	82	94	**1,089**
Gabriels Angels Homecare, LLC	1,738	1,865	1,509	1,512	1,438	1,766	1,675	1,624	**13,126**
Katys Home Health Care LLC	2,305	2,275	2,183	2,207	1,701	0	0	0	**10,672**
Senior Helpers of Dayton	202	213	487	248	319	254	182	179	**2,083**
Total Billable Units	**4,407**	**4,501**	**4,302**	**4,109**	**3,844**	**4,134**	**4,073**	**4,517**	**33,887**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Miracle Home Care	0	0	0	0	0.27%	14.55%	10.69%	13.10%
AnswerCare LLC	0	0	0	0	3.45%	5.46%	4.10%	2.58%
Assisted Care by Black Stone of CIN	0	0	0	0	1.53%	5.38%	4.83%	4.99%
Extended Family Home Health Services	0	0	0	0	0	22.05%	32.77%	37.35%
First Community Health Services, LLC	3.69%	3.27%	2.88%	3.48%	4.77%	3.70%	2.01%	2.09%
Gabriels Angels Homecare, LLC	39.43%	41.44%	35.07%	36.80%	37.40%	42.72%	41.12%	35.94%
Katys Home Health Care LLC	52.31%	50.55%	50.74%	53.70%	44.26%	0	0	0
Senior Helpers of Dayton	4.57%	4.74%	11.31%	6.02%	8.31%	6.14%	4.47%	3.96%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
A Miracle Home Care	0	0	0	0	5	34	25	24	**22**
AnswerCare LLC	0	0	0	0	10	9	6	9	**9**
Assisted Care by Black Stone of CIN	0	0	0	0	11	11	9	9	**10**
Extended Family Home Health Services	0	0	0	0	0	55	65	79	**66**
First Community Health Services, LLC	9	5	4	4	4	4	4	2	**5**
Gabriels Angels Homecare, LLC	130	116	122	102	94	106	99	92	**108**
Katys Home Health Care LLC	103	98	97	97	86	0	0	0	**96**
Senior Helpers of Dayton	15	20	23	14	9	8	5	4	**12**
Total Distinct Clients Served	**257**	**239**	**246**	**217**	**219**	**227**	**213**	**219**	**42**

Provider Quality Report: Service Metrics

Clinton County ESP

Emergency Response

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	677	738	711	720	674	643	647	669	**5,477**
Total Billable Units	**677**	**738**	**711**	**720**	**674**	**643**	**647**	**669**	**5,477**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	230	256	266	252	236	229	236	237	**243**
Total Distinct Clients Served	**230**	**256**	**266**	**252**	**236**	**229**	**236**	**237**	**243**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Clinton County Community Action Program	7,917	8,278	8,693	8,763	8,212	8,316	7,577	7,183	**64,939**
Mayerson JCC (Jewish Community Center)	0	0	63	28	0	0	0	0	**91**
Meals on Wheels of SW Ohio and Northern Kentucky	3,259	3,196	3,527	4,315	4,501	5,600	4,909	4,260	**33,567**
Total Billable Units	**11,176**	**11,474**	**12,283**	**13,106**	**12,713**	**13,916**	**12,486**	**11,443**	**98,597**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Clinton County Community Action Program	70.84%	72.15%	70.77%	66.86%	64.60%	59.76%	60.68%	62.77%
Mayerson JCC (Jewish Community Center)	0	0	0.51%	0.21%	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	29.16%	27.85%	28.71%	32.92%	35.40%	40.24%	39.32%	37.23%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	118	119	131	135	123	130	107	120	**123**
Mayerson JCC (Jewish Community Center)	0	0	1	1	0	0	0	0	**1**
Meals on Wheels of SW Ohio and Northern Kentucky	59	56	59	67	80	93	78	67	**70**
Total Distinct Clients Served	**177**	**175**	**191**	**203**	**203**	**223**	**185**	**187**	**86**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Bernens Medical	1	3	3	0	3	4	3	0	**17**
Home First	6	18	10	5	6	5	8	16	**74**
Janz Medical Supply	0	1	5	0	0	11	9	3	**29**
Stateline Medical Equipment	0	0	4	0	1	1	0	0	**6**
Total Billable Units	**7**	**22**	**22**	**5**	**10**	**21**	**20**	**19**	**126**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Bernens Medical	14.29%	13.64%	13.64%	0	30.00%	19.05%	15.00%	0
Home First	85.71%	81.82%	45.45%	100.00%	60.00%	23.81%	40.00%	84.21%
Janz Medical Supply	0	4.55%	22.73%	0	0	52.38%	45.00%	15.79%
Stateline Medical Equipment	0	0	18.18%	0	10.00%	4.76%	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Bernens Medical	1	2	2	0	1	1	2	0	**2**
Home First	6	13	9	5	5	5	8	13	**8**
Janz Medical Supply	0	1	2	0	0	9	7	3	**4**
Stateline Medical Equipment	0	0	3	0	1	1	0	0	**2**
Total Distinct Clients Served	**7**	**16**	**16**	**5**	**7**	**16**	**17**	**16**	**5**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	0	7	**9**
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	1	0	0	0	**1**
Home First	4	1	9	7	7	2	4	3	**37**
Stateline Medical Equipment	0	0	0	1	1	1	0	3	**6**
Tri-State Maintenance	0	1	0	1	1	0	0	0	**3**
Total Billable Units	**4**	**2**	**9**	**9**	**10**	**5**	**4**	**13**	**56**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	40.00%	0	53.85%
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	10.00%	0	0	0
Home First	100.00%	50.00%	100.00%	77.78%	70.00%	40.00%	100.00%	23.08%
Stateline Medical Equipment	0	0	0	11.11%	10.00%	20.00%	0	23.08%
Tri-State Maintenance	0	50.00%	0	11.11%	10.00%	0	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	0	7	**5**
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	1	0	0	0	**1**
Home First	4	1	8	4	7	2	3	3	**4**
Stateline Medical Equipment	0	0	0	1	1	1	0	1	**1**
Tri-State Maintenance	0	1	0	1	1	0	0	0	**1**
Total Distinct Clients Served	**4**	**2**	**8**	**6**	**10**	**5**	**3**	**11**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	0	0	0	1	0	0	0	1	**2**
Total Billable Units	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**2**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home First	0	0	0	100.00%	0	0	0	100.00%
Total Market Share	**0**	**0**	**0**	**100.00%**	**0**	**0**	**0**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	0	0	0	1	0	0	0	1	**1**
Total Distinct Clients Served	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**1**

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Milts Termite & Pest Control	1	3	0	0	0	0	0	3	7
Total Billable Units	**1**	**3**	**0**	**0**	**0**	**0**	**0**	**3**	**7**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Milts Termite & Pest Control	100.00%	100.00%	0	0	0	0	0	100.00%
Total Market Share	**100.00%**	**100.00%**	**0**	**0**	**0**	**0**	**0**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Milts Termite & Pest Control	1	1	0	0	0	0	0	1	1
Total Distinct Clients Served	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Clinton County Community Action Program	8	18	12	2	12	22	14	22	**110**
Meda-Care Transportation, Inc.	6	18	8	16	4	0	0	4	**56**
Valley Transport LLC	0	0	1	0	2	0	4	0	**7**
Warren County Community Service	23	25	21	31	44	38	74	62	**318**
Total Billable Units	**37**	**61**	**42**	**49**	**62**	**60**	**92**	**88**	**491**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Clinton County Community Action Program	21.62%	29.51%	28.57%	4.08%	19.35%	36.67%	15.22%	25.00%
Meda-Care Transportation, Inc.	16.22%	29.51%	19.05%	32.65%	6.45%	0	0	4.55%
Valley Transport LLC	0	0	2.38%	0	3.23%	0	4.35%	0
Warren County Community Service	62.16%	40.98%	50.00%	63.27%	70.97%	63.33%	80.43%	70.45%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	4	7	4	1	2	6	5	6	**4**
Meda-Care Transportation, Inc.	3	4	3	2	2	0	0	1	**3**
Valley Transport LLC	0	0	1	0	2	0	1	0	**1**
Warren County Community Service	5	5	4	7	7	6	8	9	**6**
Total Distinct Clients Served	**12**	**16**	**12**	**10**	**13**	**12**	**14**	**16**	**4**

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	0	0	0	0	0	4	6	4
AnswerCare LLC	0	0	0	0	0	1	0	1
Assisted Care by Black Stone of CIN	0	0	0	0	0	1	4	1
Extended Family Home Health Services	0	0	0	0	0	5	26	18
First Community Health Services, LLC	0	1	2	0	1	2	1	0
Gabriels Angels Homecare, LLC	47	42	34	37	34	35	31	28
Katys Home Health Care LLC	36	31	36	30	22	0	0	0
Senior Helpers of Dayton	1	2	7	4	2	4	2	2

Home Delivered Meals

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	36	29	41	33	34	30	40	22
Meals on Wheels of SW Ohio and Northern Kentucky	16	9	22	29	18	13	22	24

Medical Transportation

	2024	2024	2025	2025		2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q	Q4	Q1	Q2
Clinton County Community Action Program	2	0	1	1	0	0	2	2
Meda-Care Transportation, Inc.	0	0	1	1	0	0	0	0
Warren County Community Service	3	1	1	2	0	1	2	0

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	93.3%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	40.0%	No Data	50.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	90.0%	90.0%	90.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	94.0%	95.1%	96.3%
First Community Health Services, LLC	No Data	100.0%	90.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	94.7%	93.6%	90.5%	92.2%	95.3%	95.1%	95.1%	94.2%
Katys Home Health Care LLC	91.9%	90.6%	94.4%	94.6%	91.7%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	95.0%	85.7%	65.0%	95.0%	95.0%	95.0%	95.0%

Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%
½ Historical Standard Deviation: 5.4%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	80.0%	94.4%	100.0%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	100.0%	92.9%	84.8%	94.3%	94.1%	97.1%	96.8%	92.6%
Katys Home Health Care LLC	97.2%	96.8%	97.2%	93.3%	95.2%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	71.4%	75.0%	50.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?

Historical Average: 88.4%
½ Historical Standard Deviation: 6.7%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	91.3%	100.0%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	97.9%	95.2%	88.2%	91.7%	100.0%	94.3%	96.8%	92.6%
Katys Home Health Care LLC	97.1%	96.8%	91.7%	89.7%	86.4%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	71.4%	75.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	92.3%	94.4%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	85.1%	81.0%	82.4%	75.7%	73.5%	91.4%	90.3%	96.3%
Katys Home Health Care LLC	58.3%	61.3%	72.2%	80.0%	68.2%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	100.0%	25.0%	100.0%	75.0%	50.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Katys Home Health Care LLC	97.2%	96.8%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	0.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
First Community Health Services, LLC	No Data	100.0%	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	97.9%	100.0%	100.0%	97.3%	100.0%	97.1%	96.7%	100.0%
Katys Home Health Care LLC	97.2%	93.5%	100.0%	96.7%	100.0%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	80.0%	96.2%	88.9%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	95.7%	95.2%	100.0%	94.4%	97.1%	94.3%	100.0%	92.9%
Katys Home Health Care LLC	94.4%	80.6%	88.9%	96.7%	90.5%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%	100.0%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	94.6%	97.1%	97.1%	100.0%	96.4%
Katys Home Health Care LLC	97.2%	93.5%	97.2%	100.0%	100.0%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	50.0%	85.7%	75.0%	100.0%	100.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%	0.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	84.2%	85.7%
First Community Health Services, LLC	No Data	100.0%	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	83.0%	81.0%	78.8%	82.4%	94.1%	90.9%	80.6%	85.2%
Katys Home Health Care LLC	93.8%	93.3%	100.0%	96.6%	90.0%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	71.4%	75.0%	100.0%	75.0%	100.0%	50.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6% ½ Historical Standard Deviation: 6.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	96.2%	94.4%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	91.5%	97.6%	85.3%	94.6%	100.0%	94.3%	93.5%	92.9%
Katys Home Health Care LLC	91.7%	96.7%	100.0%	96.7%	95.5%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	85.7%	25.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	100.0%	96.0%	100.0%
First Community Health Services, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Gabriels Angels Homecare, LLC	95.7%	92.9%	85.3%	97.2%	97.1%	97.1%	96.7%	92.9%
Katys Home Health Care LLC	94.4%	96.8%	97.1%	96.6%	90.9%	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	71.4%	75.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	98.2%	99.1%	98.2%	98.1%	98.5%	99.6%	98.8%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	94.5%	100.0%	99.4%	98.7%	97.9%	98.1%	95.4%	97.9%

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?

Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	94.4%	96.6%	97.6%	90.9%	100.0%	100.0%	97.5%	95.5%
Meals on Wheels of SW Ohio and Northern Kentucky	93.3%	100.0%	100.0%	96.4%	88.9%	92.3%	90.9%	95.8%

Can you depend on your meals driver?

Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
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% ½ Historical Standard Deviation: 1.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	97.1%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	90.9%	95.8%

Do you have a good choice of meals?								
Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	97.2%	100.0%	95.1%	93.9%	87.9%	100.0%	95.0%	90.9%
Meals on Wheels of SW Ohio and Northern Kentucky	81.3%	100.0%	95.5%	96.6%	100.0%	92.3%	95.5%	95.8%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	97.6%	100.0%	100.0%	96.7%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	93.8%	100.0%	100.0%	100.0%	94.4%	100.0%	95.5%	95.8%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	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%	95.5%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	90.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	80.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.5%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

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

Provider Quality Report: Satisfaction Metrics[1]

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% ½ Historical Standard Deviation: 2.2%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9% ½ Historical Standard Deviation: 2.2%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Do you like the way your driver treats you?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	0.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

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

Provider Quality Report: Satisfaction Metrics[1]

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% ½ Historical Standard Deviation: 4.5%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	0.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Is the ride a pleasant experience?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8% ½ Historical Standard Deviation: 2.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial 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 104 SASIs collected from April 1, 2026 through June 30, 2026 were aggregated for one calendar quarter by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).

2. The equation [(Total Yes)/(Total Yes+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. [(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	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score

Elderly Services Program/Title III

Adult Day Service

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Adult day service (ADS) means a regularly scheduled service delivered at an adult day center in a non-institutional, community-based setting. ADS includes recreational and educational programming to support a consumer's health and independence goals; at least one meal, but no more than two meals per day; and, sometimes, health status monitoring, skilled therapy services, and transportation to and from the center.

Table 1 defines the two levels of ADS.

Table 1. Adult Day Service Levels

Service Component	Enhanced ADS	Intensive ADS
Structured Activity Programming	Yes	Yes
Supervision of all activities of daily living (ADLs)	Yes	Yes
Supervision (Hands-on assistance with) of medication administration	Yes	Yes
Hands-on assistance with ADL activities	Yes – one or more (except bathing)	Yes, minimum of two ADLs (bathing included)
Comprehensive therapeutic activities ((activities that stimulate the mind and or/muscles are pre-planned, set-up, and structured within the written daily activities plan)	Yes	Yes
Monitoring of health status, i.e. blood pressure screening, weight monitoring, etc.	Intermittent	Regular monitoring of and intervention with health status i.e., blood glucose monitoring, medication dispensing
Hands-on assistance with personal hygiene activities	Yes (except bathing)	Yes (bathing included)
Health assessments	Yes	Yes
Social Work Services	No	Yes – not reimbursable by COA
Skilled nursing services (e.g., dressing changes and other treatments) and rehabilitative nursing procedures provided by an RN or LPN under the direction of an RN	No	Yes
Rehabilitative and restorative services, including physical therapy, speech therapy, and occupational therapy	No	Yes -(skilled services are not reimbursable by ESP)

2. General Requirements

2.1 ADS consists of structured, comprehensive and continually supervised components that are provided in a protective setting and delivered based on individualized care plans.

2.2 There are two levels of ADS: Enhanced and Intensive. The levels are based upon the services furnished. For a client to qualify for Enhances ADS- they need assistance with one or more ADL's (does not include a bath/shower). For a client to qualify for Intensive ADS- they need assistance with a minimum of 2 ADL's (includes a bath/shower). Adult Day Service centers must be certified by Council on Aging of Southwestern Ohio (COA) as Enhanced or Intensive. A center certified to provide Intensive ADS meets the certification requirements for the Enhanced level.

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3. Provider Requirements

3.1 Adult Day service is provided by a service provider who is under contract with Council on Aging of Southwestern Ohio. For Adult Day Service the provider must comply with the requirements in the following rules and Elderly Services Program (ESP) and Advanced Condition of Participation

a) Rule 173-3-06.1 - Ohio Administrative Code | Ohio Laws Older Americans Act: Adult Day Service
b) ESP Adult Day Transportation Service Specification (insert link)
c) ESP-Advanced-Conditions-of-Participation-10.1.26.pdf

4. Units of Service

Adult Day Service

4.1 A unit of service for ADS attendance is measured in time according to the following:

a) One-unit is less than four hours of ADS per day, which corresponds to a half-day authorization in the service plan.
b) Two units are four or more hours of ADS per day.
c) A unit of service for ADS attendance does not include the time it takes to transport the client to/from the center.
d) A unit of service includes, but is not limited to, administrative costs, meals/snacks, materials, supplies and labor expenses.

Adult Day Service Transportation

4.2 Transportation must be provided according to the following:

a) Directly by the center, unless the provider subcontracts with another provider complying with the ESP Adult Day Transportation Service Specification. The ADS provider must ensure the subcontracted services comply with the ESP program.
b) ADS providers must ensure transportation services comply with the ESP Adult Day Transportation service specification. (Insert link)
c) Each staff member that provides transportation to clients must meet all transportation personnel requirements set forth in the ESP Adult Day Transportation Service Specification.

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5. DIRECT-CARE STAFF TRAINING

5.1 The Provider must retain records showing compliance to the staff orientation and in-service/continuing education requirements.

5.2 The documentation must include:

a) the instructor's name, title, qualifications, and signature;
b) the date and time of instruction;
c) the content of the instruction; and
d) the name and signature of the direct care staff member completing the training.

Elderly Services Program/Title III

Adult Day Service Transportation

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Adult Day Transportation is a service designed to enable a client to gain access to and from the adult day center.

1.1 Transportation will be provided directly by the center unless the center subcontracts with another provider complying to this rule.

1.2 It is an industry standard that ADS transportation trips include multiple passengers. Transportation services are not provided when a client has been under anesthesia or when a client is being admitted to or discharged from a hospital or rehabilitation facility.

2. General Requirements

Service Delivery

2.1 Transportation services include assistance with transfer to and from the vehicle.

2.2 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.

2.3 The Provider must assure that all vehicles are easily identifiable with the Provider's name.

2.4 The Provider must assure that all vehicle drivers have identification badges or uniforms identifying them as employees of the Provider.

2.5 Assist in transfer of the client, as necessary, safely from client’s door to the vehicle and from the vehicle to the street level entrance of the destination point. The driver must perform the same transfer assist service when transporting the client back to the client’s residence. All hands-on escorting of all passengers including entry and exit of the vehicle must be done in compliance with training received.

2.6 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed on the Daily Vehicle Inspection Form (insert link)on a daily basis.

2.7 Transfers of a passenger who remains in a wheelchair must be conducted in a safe manner.

2.8 All transportation providers/drivers are expected to arrive at the pick-up/drop-off location at the predetermined time with the correct vehicle type.

2.9 There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.

2.10 Transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action.

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3. Provider Requirements

For Adult Day Service the provider must comply with the requirements in the following rules and Elderly Services Program (ESP) Advanced Condition of Participation:

Rule 173-3-06.6 - Ohio Administrative Code | Ohio Laws - Older Americans Act: Transportation

ESP-Advanced-Conditions-of-Participation-10.1.26.pdf (insert link

4. Units of Service

A unit of service is a "one-way" trip.

4.1 The unit rate reflects the provider's fully allocated costs, including administrative and training costs.

4.2 Additional units require prior authorization from Care/Case Management.

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5. Driver Requirements

5.1 Evidence of driver return demonstration on:

a. Client transfers;

b. Wheelchair lift operation; and

c. Restraint application

d. Training on Universal Precautions

5.2 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.

5.3 Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.

Elderly Services Program/Title III

Home Delivered Meal Service Specification

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Home Delivered meals is a meal delivery service based on an individual's need for assistance with activities of daily living (ADL's) and/or instrumental activities of daily living (IADL's) to safely prepare meals, or ensure meals are prepared to meet the individual's dietary needs or specialized nutritional needs, including kosher meals, as ordered by a licensed healthcare professional within his or her scope of practice.

2. General Requirements

2.1 Home delivered meals are delivered by a nutrition service provider under contract with Council on Aging of Southwestern Ohio. For all meals the provider must comply with the requirements in the following rules:

a) Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws - Nursing facility-based level of care home and community-based services programs: home delivered meals.
b) Rule 173-3-07 - Ohio Administrative Code | Ohio Laws Older Americans Act: Voluntary contributions, cost sharing, and other program income.
c) Rule 173-4-05 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: nutrition projects.
d) Rule 173-4-05.2 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: home-delivered meals projects.
e) Rule 173-4-06 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: diet orders.
f) Rule 173-39-02.14 - Ohio Administrative Code | Ohio Laws - ODA Provider certification: home-delivered meals.

2.2 Provider must comply with the Elderly Services Program Advanced Conditions of Participation.

2.3 Meals are Labeled with a production date or code and a "use before" date.

2.4 Meal type options include:

a) Hot, ready to eat; or reheated at the client's home by the meal driver
b) Chilled, ready to eat and/or heat

c) Frozen, ready to heat
d) Shelf stable

2.5 Person Centered Direction: The Provider must offer clients an opportunity to make a choice about food served and delivery options.

3. Unit of Service

3.1 A unit of service is one (1) meal that is delivered in a single delivery or part of a multiple meal delivery.

3.2 The unit rate for each meal must include administration, in-kind (as applicable), food production, packaging, and delivery.

3.3 The frequency of meal delivery will be established by the Care Manager as a daily delivery or weekly delivery.

a) HDM daily delivery: Meals delivered two to five (5) days a week.
b) HDM weekly delivery: Meals delivered one day a week.

3.4 Additional units of service and/or permanent change in delivery schedule require prior authorization from the Care Manager.

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4. Alternative Meals

Definitions:

Diet order means an order for a therapeutic diet from a licensed healthcare professional whose scope of practice includes ordering a therapeutic diet these diets.

Therapeutic diet means a diet ordered by a licensed healthcare professional whose scope of practice includes ordering therapeutic diets, including:

- As part of the treatment for a disease or clinical condition.
- To modify, eliminate, decrease, or increase certain substances in the diet; or.
- To provide mechanically altered food when indicated.

Examples of therapeutic diet are Diabetic, Cardiac, Renal, Allergen free, and Dysphagia.

4.1 The provider may provide a therapeutic diet to a consumer only if the provider received a diet order for the consumer or if it is the consumer's preference to choose a therapeutic diet. If a therapeutic diet is a dysphagia nutritive regimen, the provider may provide the therapeutic diet only if the diet order indicates whether the consumer requires texture-modified foods and/or thickened liquids.The provider may provide a therapeutic diet to consumer only if the provider received a diet order for the consumer. Client is responsible for obtaining the prescription.

4.2 Kosher meals

a) The kosher meal must comply with rule 173-4-05 of the Ohio Administrative Code as much as possible while complying with kosher practices for meal preparation and dietary restriction.
b) The Provider shall furnish evidence to COA that t h e home-delivered kosher meals that it furnishes are certified as kosher by a recognized kosher certification or a kosher establishment under orthodox rabbinic supervision.

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5. MEAL DELIVERY

5.1 The Provider must begin regular meal delivery on on a start date authorized by the Care Manager.

5.2 The Provider must deliver meals to clients who need immediate meal support as authorized by the Care Manager or the ESP Intake and assessment:

a) Within twenty-four (24) hours; or;
b) Within a time period negotiated with the ESP Intake and assessment, not to exceed seventy-two (72) hours.

5.3 Use of a commercial or common carrier is not an acceptable means of delivery unless prior approval is received from COA.

5.4 The Provider shall provide each client with the opportunity to voluntarily contribute to a meals cost. When soliciting for voluntary contributions, the provider must comply with rule: Rule 173-3-07 - Ohio Administrative Code | Ohio Laws- Older Americans Act: voluntary contributions, cost sharing, and other program income.

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6. EMERGENCY PROCEDURES

6.1 Provider is expected to replace shelf-stable meals once utilized for an emergency.

6.2 Consistent with the Advanced Condition of Participation, the provider must notify COA's Manager of Procurement and provider services or their designee of any MUI that involves food borne illness and/or delivery of an unsafe meal within one hour after the provider becomes aware of the MUI.

6.3 Provider must develop and implement procedures for assuring the delivery of safe meals.

6.4 Provider must have a written policy in place should the unfortunate circumstances occur that an unsafe meal is delivered to one or more clients.

6.5 The Provider must ensure that delivery persons understand how to respond to common client in-home emergencies (e.g., client is non-responsive) or meal-related concerns (e.g., client has not eaten previous meals). The provider must document any client-related concerns in the client record and notify the Care Manager.

6.6 The Provider must ensure that delivery persons have and carry a current valid driver's license.

6.7 The Provider shall retain records to show that the owner of each meal delivery vehicle used for this service carries auto liability insurance on the vehicle.

7. PROVIDER QUALITY IMPROVEMENT

7.1 Provider must continuously monitor all aspects of the operation and take immediate action to improve practices. Aspects required to be monitored are, at a minimum:

a) Food temperatures during storage, preparation, transport, and delivery of food to the client;
b) Preparation, holding, and delivery practices to ensure retention of quality food characteristics (e.g., flavor and texture);
c) Client satisfaction; provider must elicit comments from clients regarding satisfaction with food taste, portion size, appearance, and temperature; meal delivery schedule and meal delivery personnel.

7.2 Provider shall develop and implement an annual plan to evaluate and improve the effectiveness of the program's services. In the plan, the Provider shall include:

a) A review of the existing program;
b) Satisfaction survey results from clients
c) Program modifications made that responded to changing needs or interests of clients, staff, or volunteers.

ELDERLY SERVICES PROGRAM LEVY FUNDED
Provider Conditions of Participation - Intermediate Provider
Effective July 1, 2025

An Intermediate Provider is one defined as having one time or limited client contact for service delivery. The requirements listed in the Conditions of Participation reflect the minimum standards the Provider must meet to participate in any program which receives some or all funding from the Elderly Service levy.

Condition 1. Provider Qualifications

1.1 The Provider must comply with all Conditions of Participation, the Elderly Service Agreement, relevant Service Specification(s), monitoring and reporting requirements, billing requirements, and show evidence of whether the Provider furnishes services directly or by sub-contracting the services. (Providers having multiple services, one of which is considered to be in the highest (advanced level) will be held to the Advanced Level COP requirements.)

1.2 The Provider must be a formally organized business or service agency, registered in good standing with the Ohio Secretary of State.

1.3 The Provider must have a physical facility from which to conduct business. COA must be notified of any change in location prior to the relocation.

1.4 The Provider must designate and utilize a locked storage space for the maintenance of client and employee records and have a process to backup computer files including electronic verification.

1.5 The Provider must participate in problem resolution as defined in the service specification notice.

1.6 The Provider shall not allow a staff person or volunteer to furnish a service to a client if the person is the client's spouse, parent, stepparent, legal guardian, power of attorney, or authorized representative.

1.7 The Provider must provide supervision to any volunteer.

1.8 The Provider, if terminating, being purchased by or merge with another entity, must furnish written notice to COA at least ninety (90) days prior to action. Provider must supply COA with the communication to be shared with clients and receive authorization of the content, prior to informing clients.

Condition 2. Reporting

2.1 The Provider must notify the designated staff member assigned to the service (i.e. Care/Case Manager, home52 coordination center) within twenty-four (24) hours of becoming aware of an incident. Which includes but is not limited to, any event that may result in harm to property or person. If there is not a designated staff member assigned, the COA Provider Services Manager will serve as the point of contact

(Provider_Services@help4seniors.org).

2.1 Major Unusual Incident (MUI) - An MUI is any alleged, or actual occurrence of an incident/event that could adversely affect the health or safety of a client, the credibility of Provider's staff or organization, or any incident in which COA or Provider may have liability. MUIs include but are not limited to: abuse; neglect; suspicious accident; death from abuse, neglect, serious injury, or any reason other than natural causes; criminal or suspected criminal acts; a police, court/legal, or public complaint which has the potential to be reported to the media or elected officials or any in which COA or Provider may have liability; lawsuit or potential lawsuit. In case of an MUI, and at any time the Provider must report an incident to a licensure board, the Provider is to notify COA's Provider Services manager or their designee within one (1) hour after the Provider becomes aware (Provider_Services@help4seniors.org).

2.2 If contacted by the news media regarding a major unusual incident, the Provider is not to respond to the media inquiry but must contact COA's Communication Director by phone or by email within one (1) hour (communicationsteam@help4seniors.org).

2.3 The Provider must report any suspicion of abuse, neglect, and/or exploitation to Adult Protective Services at the Ohio Department of Jobs and Family Services (ODJFS), according to section 5101.61 of the Ohio Revised Code, and if there is a care manager involved in the case, to the care manager.

2.4 The Provider must notify COA's Provider Service Manager or their designee of any interruption in service to all or to a significant number of clients served by the Provider. (Provider_Services@help4seniors.org).

2.5 The Provider must coordinate any community outreach activities including those involving the news media with COA's Communication director prior to planning such activities. Outreach is defined as activities or services that specify or highlight COA (communicationsteam@help4seniors.org).

2.6 The Provider must notify the assigned Care Manager, and when there is not a care manager, the appropriate program or Provider Services (Provider_Services@help4seniors.org), no later than twenty-four (24) hours after the Provider is aware of any significant change that may affect the client's service needs or safety, including one or more the following:

i. The individual moves to another address.
ii. The individual's repeated refusal of services.

2.7 Any other significant change in the client's physical, mental emotional status or environment.

Condition 3. Documentation

3.1 Provider shall have written documents which support the operation of the business and for which they abide by and address the following areas:

a. Statement defining the purpose of its business or service agency.
b. Follow-up and investigation of client complaints and grievances.
c. Written process for use of a client Release of Information form to release client specific information to sources outside of their system.

d. Written procedure for documenting an escalation of client incidents including reporting timelines.
e. Written instructions a client would follow to file a claim due to theft or property damage.
f. Confidentiality policy aligned to HIPAA regulations.
g. Written statement supporting compliance with 45 C.F.R. 80.4 (October 2, 2024 edition) regarding the provision of goods and services. No person in the United States shall; on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Health and Human Services.
h. Written statement supporting compliance with the "Equal Employment Opportunity Act of 1972 " federal wage-and-hour laws, and workers' compensation laws regarding the recruitment and employment of people.

3.2 Annually:

a. The Provider must carry and maintain the required insurance coverage as identified in the COA Provider Agreement and provide evidence upon request.
b. Provider shall maintain annually a statement Provider has paid all applicable federal, state, and local income and employment taxes.

Condition 4. Billing

4.1 The Provider must bill using a format established and approved by COA for the units of service authorized and delivered.

4.2 The Provider must agree to accept reimbursement for service(s) authorized at the rate agreed upon with COA.

4.3 The Provider must maintain dated documentation to support services delivered and billed.

4.4 The Provider may not bill or solicit a donation of any client for authorized service(s) delivered.

Condition 5. Monitoring

5.1 The Provider shall retain all service records and significant business transactions in accordance with the time identified in the Agreement.

5.2 The Provider must allow representatives of COA and the County or their designee immediate access to the Provider facility and full access to policies, procedures, records, and other documents related to the provision of service to clients. The Provider must cooperate with said representatives in periodic reviews.

ELDERLY SERVICES PROGRAM LEVY FUNDED
Provider Conditions of Participation - Standard Provider
Effective July 1, 2025

A Standard Provider is a Provider defined as having front door only client contact, or no client contact for service delivery. The Provider must meet the minimum requirements identified in the Conditions of Participation to participate in the Elderly Services Program.

Condition 1. Provider Qualifications

1.1 The Provider must comply with all Conditions of Participation, the ESP Agreement, relevant Service Specification(s), monitoring and reporting requirements, billing requirements, and show evidence of whether the Provider furnishes services directly or by sub-contracting the services. (Providers with multiple services will be held to the highest COP requirements).

1.2 The Provider must be a formally organized business or service agency, registered in good standing with the Ohio Secretary of State.

1.3 The Provider must have a physical facility from which to conduct business. COA must be notified of any change in location prior to the relocation.

1.4 The Provider must designate and utilize a locked storage space for the maintenance of client and employee records and have a process to backup computer files including electronic verification.

1.5 The Provider shall not allow a staff person or volunteer to furnish a service to a client if the person is the client's spouse, parent, step-parent, legal guardian, power of attorney, or authorized representative.

1.6 The Provider must provide supervision to any volunteer.

1.7 The Provider, if terminating, being purchased by, or merged with another entity must furnish written notice to COA at least ninety (90) days prior to action. Provider must provide COA with the communication to be shared with clients and receive authorization of the content, prior to informing clients.

Condition 2. Reporting

2.1 The Provider must notify the designated staff member assigned to the service (i.e. Care/Case Manager, home52 coordination center) within twenty-four (24) hours of becoming aware of an incident. Which includes but is not limited to, any event that may result in harm to property or person. If there is not a designated staff member assigned, the COA Provider Services Manager will serve as the point of contact (Provider_Services@help4seniors.org).

2.2 Major Unusual Incident (MUI) - An MUI is any alleged, or actual occurrence of an incident/event that could adversely affect the health or safety of a client, the credibility of Provider's staff or organization, or any incident in which COA or Provider may have liability. MUIs include but are not limited to: abuse; neglect; suspicious accident; death from abuse, neglect, serious injury, or any reason other than natural causes; criminal or suspected criminal acts; a police, court/legal, or public complaint which has the potential to be reported to the media or elected officials or any in

which COA or Provider may have liability; lawsuit or potential lawsuit. In case of an MUI, and at any time the Provider must report an incident to a licensure board, the Provider is to notify COA's Provider Services manager or their designee within one (1) hour after the Provider becomes aware (Provider_Services@help4seniors.org).

2.3 If contacted by the news media regarding an MUI, the Provider is not to respond to the media inquiry but must contact within one (1) hour COA's Communications Director by phone or by email (communicationsteam@help4seniors.org).

2.4 The Provider must report any suspicion of abuse, neglect, and/or exploitation to Adult Protective Services at the Ohio Department of Jobs and Family Services (ODJFS), according to section 5101.61 of the Ohio Revised Code, and if there is a care manager involved in the case, to the care manager.

Condition 3. Documentation

3.1 Confidentiality policy aligned to HIPAA regulations.

3.2 The Provider shall have a written statement supporting compliance with 45 C.F.R. 80.4 (October 1, 2015 edition) regarding the provision of goods and services. No person in the United States shall; on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Health and Human Services.

3.3 The Provider shall have a written statement supporting compliance with the "Equal Employment Opportunity Act of 1972" (as in effect on March 4, 2016) and workers' compensation laws.

3.4 The Provider must carry and maintain the required insurance coverage as identified in the COA Provider Agreement and provide evidence upon request.

3.5 The Provider shall annually provide to COA a written statement that certifies that the Provider has paid all applicable federal, state, and local income and employment taxes.

Condition 4. Billing

4.1 The Provider must utilize COA referral, billing and invoicing using the established format approved by COA.

4.2 The Provider must agree to accept reimbursement for service(s) for services authorized at the rate agreed upon with COA.

4.3 The Provider may not bill any client for authorized service(s) delivered or solicit the client for a donation.

Condition 5. Monitoring

5.1 The Provider shall retain all service records and significant business transactions in accordance with the time period identified in the Agreement.

5.2 The Provider must allow representatives of COA and the County or their designee immediate

access to the Provider facility and full access to policies, procedures, records, and other documents related to the provision of service to clients. The Provider must cooperate with said representatives in periodic review.

CLINTON COUNTY
ELDERLY SERVICES PROGRAM (CCESP)
ADVISORY COUNCIL

2027 MEETING SCHEDULE

3rd Tuesday in March, June, September, and December
Unless otherwise noted with asterisk (*)

March 16, 2027	**September 21, 2027**
June 15, 2027	**December 7, 2027**

Time & Location of meetings:
9:00 – 10:30 a.m.

Clinton County Office Annex
111 S. Nelson Street, Wilmington OH 45177
Entrance B, Community Room A

*December meeting moved up due to Christmas

Please contact Kayla Kiphart via phone (513-906-0732) or email kkiphart@help4seniors.org if you are not able to attend a meeting.