

AGENDA

WCESP Advisory Council Meeting

March 13, 2024 at 9:30 am – 11:00 am

406 Justice Drive, Lebanon OH 45036 – Room 124

CALL TO ORDER / WELCOME ❖ Introductions	Dave Gully
APPROVAL OF MINUTES ❖ December 13, 2023, Minutes (Action Needed)	Dave Gully
QUARTERLY REPORTS ❖ Adult Protective Services ❖ Program Dashboard & Financial Report ○ Healthy Aging Grant Update ❖ Program Update Report ○ Services with Capacity Problems (Action Needed) ○ 2024 Provider Monitoring Schedule and 2023 Results ○ Provider Quality Report	Kimberly Frick Ken Wilson & Ronnie Spears Lisa Portune
OLD BUSINESS ❖ PACE Expansion Update	Ken Wilson
NEW BUSINESS ❖ Service Specification Changes (Action Needed) ○ Electronic Monitoring System ❖ Updated Sliding Fee Scale (Action Needed) ❖ Conflict of Interest & Confidentiality Forms	Lisa Portune Ronnie Spears Dave Gully
HEARING THE PUBLIC	Dave Gully
ADJOURNMENT	Dave Gully

NEXT MEETING

June 12, 2024

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, DECEMBER 13, 2023 @ 9:30 A.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Dave Gully, <i>in person</i> Jerome Harrod, <i>in person</i> Don Juszczak, <i>in person</i> Matt Nolan, <i>in person</i> Tiffany Zindel, <i>in person</i>	Carl McCullough Lisa Portune Stephanie Seyfried Ronnie Spears Ken Wilson	Kim Frick, Adult Protective Services Alena Speed, WCCS Konnie Hansen, WCCS Martin Russell, Warren County Susan Walther, Warren County Dawna Fogarty, WCCS
<i>Excused:</i>	<i>Facilitator:</i>	<i>Scribe:</i>
Kendra Couch	Dave Gully	Sandy Rodich
<i>Absent:</i>		

CALL TO ORDER

The December 13, 2023, meeting of the WCESP Advisory Council was called to order by Dave Gully at 9:31 a.m.

APPROVAL OF MINUTES

Dave Gully asked for approval of the minutes from the September 13, 2023, meeting of the WCESP Advisory Council.

Motion: Tiffany Zindel made a motion to approve the minutes as presented.

Second: Jerome Harrod seconded the motion.

Action: The September 13, 2023, minutes were unanimously approved as presented.

QUARTERLY REPORTS

Adult Protective Services

Kimberly Frick reported that in September APS had 47 referrals, 60 in October, and 55 in November. Within that three-month period, APS had a total of 162 referrals, opened 68 cases and had seven ombudsman calls, and provided ESP information to 33 clients. APS had 11 court dates from September to November. Compared to last year, there were 113 referrals, with an increase of 49 this year.

There are a lot of people who are not able to care for themselves, so they are considered self-neglected. APS refers people to ESP often and have some who are not allowing their home healthcare aides to come in for their parents, which then resulted in some of their court dates to get temporary restraining orders, so they don't interfere with services. Some have dementia and can't care for themselves living in

the home and don't have anyone else to help. Additional court dates are about people trying to get guardianship through LifeSpan.

The ESP program helps with supplemental funding. The population in Warren County has grown significantly. The state does provide minimal funding to APS that only pays for approximately one person. Without ESP it would be difficult to operate this program.

Program Dashboard

Ken provided a program dashboard update for Quarter 3 (July – September 2023). Please see the document for details. There were no questions or comments.

Financial Report

Ronnie provided a financial update for Quarter 3 (July – September 2023). (Please see document for details).

Ken added that at the last meeting, someone asked about Warren County Fast Track Home Readmission Rates. Ken provided an overview of the data which shows the readmission rate in Warren County coming through Fast Track Homes vary between 3% and 7.5% 30-day rate. The red line is the most recently available average for all of Ohio which indicates 22.3% readmission rate for all Medicare recipients so the rate in Warren County is much lower than the state average. The program uses an evidence-based model that results in a lower readmission rate.

Further, Ken shared that the Healthy Aging Grant funds came through the State budget, and we have been working with the county and all the funds have been requested and drawn down by Warren County. We will start applying those funds to the senior services levy starting in January. We are set up to do the reporting in compliance with the Ohio Department of Aging's guidelines for these funds. Ken pointed out that we will need to keep a close eye on staffing because we have become accustomed to seeing labor shortages keeping costs down for home care, and that is starting to reverse as the labor force has been improving.

Ronnie gave an overview of the WCESP Five-Year Levy Projections including changes to the forecasted ending fund balance. (Please see document for details.)

Program Update Report

Lisa Portune provided the Warren County Program Update report. (Please see document for details.)

Ken added that we led a statewide effort to get the therapeutic meal rule changed through the governor's office. It shows how advocacy works! The governor's office led the initiative to reduce rules that were costing money and not adding value. This one was high on our list, and they followed through on it and we are appreciative.

OLD BUSINESS

There was no old business to discuss.

Overnight Respite Service Specification Change

Stephanie reviewed the Overnight Respite Service Specification Changes (please see handout for details). The objective of overnight respite service is designed to provide family caregiver relief via the Elderly Services Program. The service was funded with a combination of federal and state funds during the pandemic as an alternative way to provide caregiver respite while adult day centers were closed. Going forward, levy funds will also be used as respite is an existing service available through the levy. The service provides short-term care for clients at a licensed care facility (nursing or rehab facility.) The Client or Caregiver selects the facility. A respite stay can be used on an annual basis as needed up to seven days. Respite is intended to give the caregiver relief.

Tiffany pointed out that we currently use state and federal funds for this, and asked what kind of costs we could potentially see on levy funds. Stephanie indicated that the highest rate we saw in 2022 was about \$250 a day for up to seven days. She further explained that we would use all federal funds before using levy funds. Ken added that respite has always been part of the ESP program, but this is just providing it a different way.

Dave Gully asked for a motion to approve the Overnight Respite Service Specification Changes.

Motion: Don Juszcyk made a motion to approve the Overnight Respite Service Specification Changes.

Second: Jerome Harrod seconded the motion.

Action: It was unanimously agreed to approve the Overnight Respite Service Specification Changes.

Consumer Directed Care Service Specification Change

Stephanie also reviewed the Consumer Directed Care (CDC) Service Specification Changes (please see handout for full details). The changes include adding language about AddnAide and financial management services to the service specification section 2.4 and 4.6. Under employee requirements 1.0, the last bullet point was a change in permanent exclusion if a person is found guilty or pled guilty to a crime against any individual of any age that is disabled, older adult or child. The remainder of the changes in the document are primarily formatting and clarity.

Stephanie asked for questions and with there being none, Dave Gully asked for a motion to approve the Consumer Directed Care Service Specification Changes.

Motion: Tiffany Zindel made a motion to approve the Consumer Directed Care Service Specification Changes.

Second: Don Juszcyk seconded the motion.

Action: It was unanimously agreed to approve the Consumer Directed Care Service Specification Changes.

Innovation – Copayments and Contributions Project

Ken Wilson provided an overview of copayments and client contributions. (Please see handout provided for more detail). In short, we collect copayments for individuals based on a sliding fee scale. Contributions (donations) are collected by home delivered meal providers and reported to COA. All of this money is used to support more services in the program including home delivered meals. We are collecting about \$30K annually and have been looking for ways to simplify the process and increase

revenue coming into the program. Donations for home delivered meals have been declining over the years. Copayment revenue has increased some, but overall, there is a decline in total revenue. The current copayment process yields fluctuating bills to the client because it's based on actual expenses on services. We are looking at locking everyone into a flat bill rate, so the monthly amount is the same, which would be easier for older adults. We will roll out pilots in the Spring and come back with recommendations later in 2024.

Maximum Reimbursement Rates

Ronnie shared the maximum reimbursement rates for services in the ESP program. We added the overnight respite to the list as well as laundry delivery service. There was some discussion about the laundry service. Someone asked how often they can have the laundry service. Stephanie explained that it is weekly, but we have some that are getting it biweekly. The cost is based on weight. There was also a question about bed bugs. If we give the laundry service a heads up before pick-up that there is an issue with bed bugs or very soiled laundry, they will usually still clean the items.

2024 Meeting Dates

The proposed meeting schedule was presented, which is based upon the same schedule we used in 2023. Ken asked if there were any known conflicts. With there being none, Ken shared that meeting invites will be sent out soon. The next meeting is March 13, 2024.

HEARING THE PUBLIC

There were no individuals present from the public who wished to speak.

ADJOURNMENT

With no further business to discuss, the meeting was adjourned at 10:21 a.m.

NEXT MEETING

March 13, 2024



**Warren County ESP Program
and Financial Report
Quarter 4, 2023 (Oct - Dec. 2023)**

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 4, 2022), census increased by 100 clients (from 1,862 to 1,962) or 5.37%.
- B. Compared to last Quarter (Quarter 3, 2023), census decreased by -6 clients (from 1,968 to 1,962) or -0.30%.

2. Fast Track Home Census Trends

- A. Average Length of Stay increased when compared to Quarter 3, 2023 (from 55 to 56).
- B. New Enrollments remained the same from Quarter 3, 2023 to Quarter 4, 2023 (from 40 to 40).
- C. Total clients who transferred into ESP from FTH increased by 3 from Quarter 4, 2023 (from 16 to 18).

3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$8.1 million through the fourth quarter, as compared to the budgeted amount of \$8.9 million. The variance as compared to budget is under by \$808,392 or 9.1%.
- B. Total Expenses: The total expenses incurred through the fourth quarter is \$9.1 million as compared to \$9.5 million in the budget. The variance as compared to budget is under by \$408,201 or 4.3%.
- C. Purchase Services: The expenses for in home services were lower by \$271,761 or 3.9% as compared to budget.

Quarter-End Census by Program

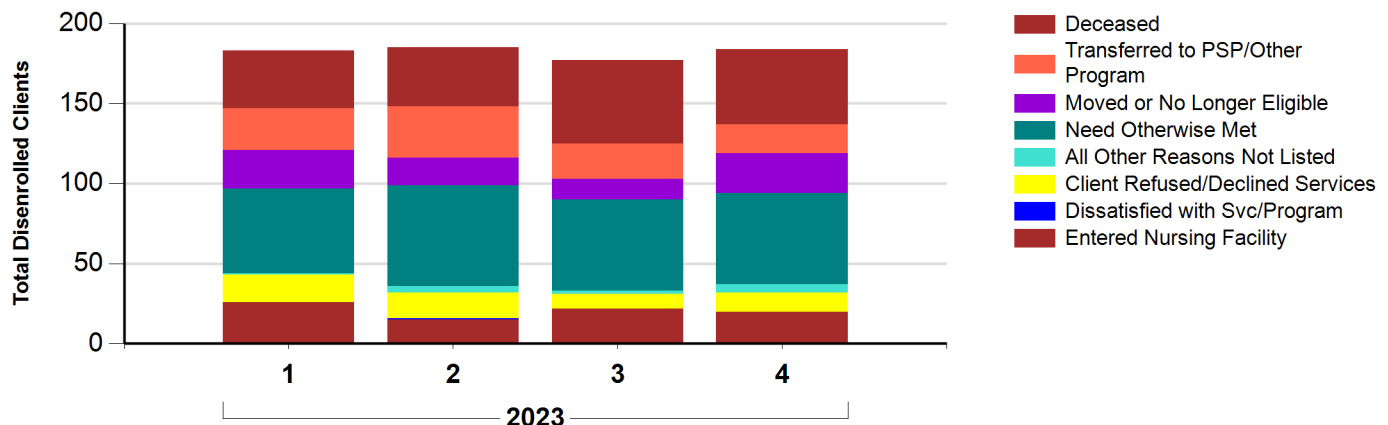
Year	2023			
Quarter	1	2	3	4
ESP	1,907	1,939	1,968	1,962
FTH	41	31	30	23
Medicaid Programs	471	467	464	439
Passport	60	60	62	61
Assisted Living	52	52	50	40
Molina	155	142	142	137
Aetna	204	213	210	201

Quarter-End Census, New Enrollments, and Disenrollments¹

Year	2023			
Quarter	1	2	3	4
Quarter-End Census	1,907	1,939	1,968	1,962
New Enrollments	225	214	203	174
Disenrollments	183	185	177	184

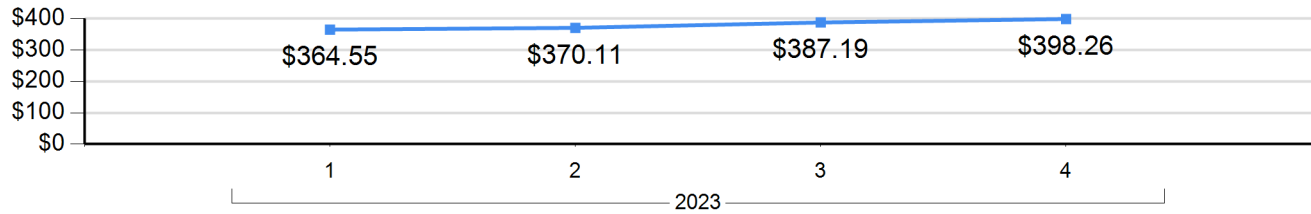
Disenrollment Outcomes

Year	2023			
Quarter	1	2	3	4
Deceased	36	37	52	47
Transferred to PSP/Other Program	26	32	22	18
Moved or No Longer Eligible	24	17	13	25
Need Otherwise Met	53	63	57	57
All Other Reasons Not Listed	1	4	2	5
Client Refused/Declined Services	17	16	9	12
Dissatisfied with Svc/Program	0	1	0	0
Entered Nursing Facility	26	15	22	20
Total	183	185	177	184



Warren County ESP
Quarter 4, 2023 (October - December 2023)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	144	162	155	138
Electronic Monitoring	1,008	1,042	993	1,039
Home Care Assistance	479	498	551	570
Home Delivered Meals	1,014	1,030	1,040	1,067
Home Medical Equipment	65	44	45	43
Home Modification	52	35	49	46
Laundry Service	15	26	45	62
Other Services	72	60	37	42
Transportation	144	149	153	165
All Services (Unduplicated)	2,094	2,125	2,143	2,148

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

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	11,334	9,585	10,641	10,083
Electronic Monitoring	2,690	3,754	3,076	3,439
Home Care Assistance	13,114	13,524	14,674	15,501
Home Delivered Meals	62,897	64,525	66,310	69,355
Home Medical Equipment	86	55	58	57
Home Modification	55	36	52	49
Laundry Service	98	152	294	333
Other Services	552	522	661	414
Transportation	1,505	1,537	1,637	1,582

Dollars Paid by Service Group (Purchased Services)¹²

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	\$191,519	\$187,770	\$204,327	\$196,410
Electronic Monitoring	\$50,095	\$70,193	\$57,158	\$64,656
Home Care Assistance	\$363,291	\$375,070	\$406,293	\$442,264
Home Delivered Meals	\$672,424	\$689,378	\$711,159	\$764,433
Home Medical Equipment	\$13,150	\$17,241	\$16,139	\$8,701
Home Modification	\$73,285	\$65,950	\$65,030	\$67,818
Laundry Service	\$5,105	\$7,190	\$19,697	\$20,727
Other Services	\$46,761	\$39,509	\$55,008	\$41,318
Transportation	\$107,459	\$124,458	\$144,901	\$140,193
All Services	\$1,523,091	\$1,576,760	\$1,679,710	\$1,746,519

Warren County ESP FTH

Quarter 4, 2023 (October - December 2023)

FAST TRACK HOME CENSUS TRENDS

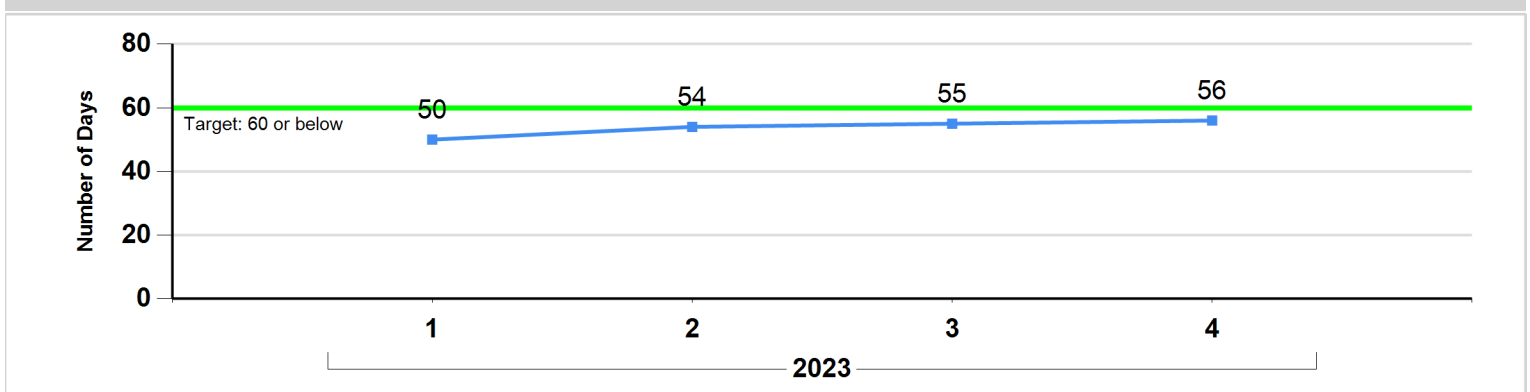
Total Clients Served, New Enrollments, Disenrollments

	2023			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	65	51	40	40
Disenrollments	47	64	40	44
Clients Transferred to ESP	24	30	16	18
	51.06%	46.88%	40.00%	40.91%

Enrollment by Setting

	2023			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	0	4	3	2
Miami Valley Hospital	0	1	0	0
Community	1	0	0	1
Mercy Hospital Network	0	0	1	0
Premier Health Atrium	0	1	2	0
The Christ Hospital	3	1	1	2
TriHealth Hospital Network	11	10	10	10
University of Cincinnati Hospital Network	5	4	3	3
Other Hospital	5	5	1	4
Skilled Nursing Facilities	25	13	13	11
Rehabilitation Facilities	6	8	4	4
Skilled HHC	0	0	0	1
Not Captured	9	4	2	2
Total	65	51	40	40

Average Length of Stay



Distinct Clients Served by Service Group

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	11	17	10	15
Home Care Assistance	8	5	11	10
Home Delivered Meals	51	44	33	41
Home Medical Equipment	12	9	13	14
Home Modification	2	5	5	6
Laundry Service	1	1	1	1
Transportation	7	6	4	3
All Services (Unduplicated)	43	64	48	54

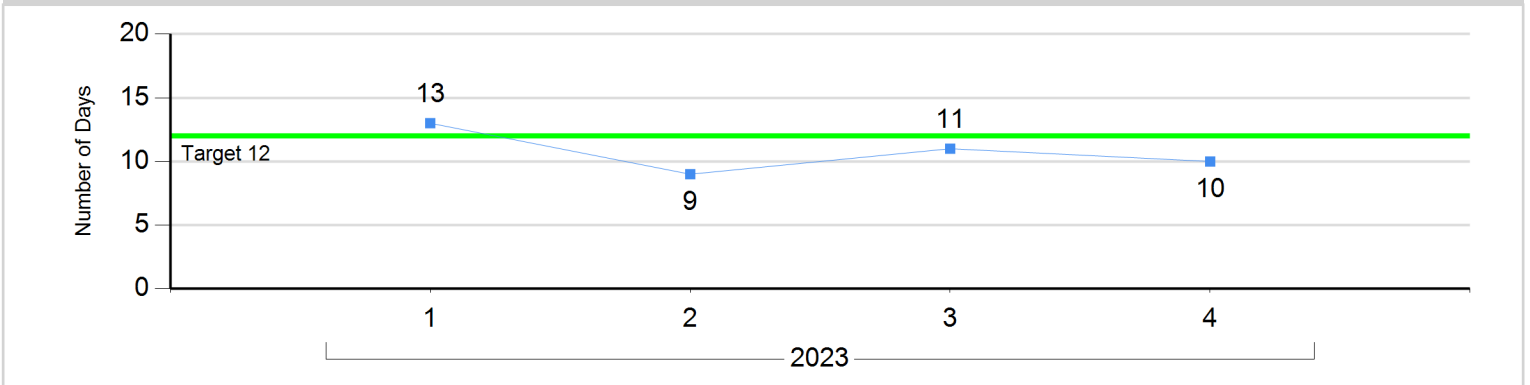
Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	16	24	15	23
Home Care Assistance	72	71	82	89
Home Delivered Meals	1,349	1,044	963	1,324
Home Medical Equipment	17	17	34	16
Home Modification	2	5	5	6
Laundry Service	4	1	5	1
Transportation	16	18	15	11

Dollars Paid by Service Group (Purchased Services)

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	\$292	\$581	\$390	\$559
Home Care Assistance	\$1,983	\$2,105	\$2,244	\$2,420
Home Delivered Meals	\$14,435	\$11,022	\$10,565	\$14,566
Home Medical Equipment	\$1,546	\$2,370	\$3,436	\$1,611
Home Modification	\$1,260	\$2,315	\$2,465	\$3,125
Laundry Service	\$160	\$40	\$259	\$44
Transportation	\$1,014	\$1,128	\$1,284	\$918
All Services	\$20,690	\$19,561	\$20,643	\$23,244

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2023	1	918	273	30%	52%	18%
2023	2	950	266	28%	52%	20%
2023	3	908	208	23%	56%	21%
2023	4	882	198	23%	64%	13%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	98.15%	98.76%	98.58%	98.89%
Good Choice of Meals Available	95.11%	96.56%	95.95%	96.69%

Medical Transportation - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	95.50%	99.64%	99.41%	98.59%
Service Returns Client Home Promptly	94.05%	99.11%	100.00%	97.98%

Home Care Assistance - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	91.98%	92.02%	94.70%	95.93%
Aide is Dependable	90.16%	90.38%	94.84%	94.50%

¹ As of Q1 2023, AddnAide client data has been added to the CDC client counts.

Warren County ESP
Quarter 4, 2023 (October - December 2023)
MEDICARE BENEFIT COST SAVINGS

ESP Cost Savings Analysis

Referrals

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	3	16	14	7
Over the Counter (OTC)	3	0	0	2

Services Awarded

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	1	12	6	3
Medical Transportation	2	2	2	1
Total	3	14	8	4

Annual Cost Savings

Year	2022	2023
Total Cost Savings	\$24,262	\$17,400

Warren County ESP

Quarter 4, 2023 (October - December 2023)

FINANCIALS: Based on Actual Revenue & Expenses as of December 31, 2023¹

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	\$8,088,921	\$8,897,313	(\$808,392)	-9.1%
Federal Funding				
Title III C2 - Home Delivered Meals	340,586	150,369	190,217	126.5%
Title III E - Caregiver Support	48,982	124,459	(75,477)	-60.6%
Nutrition Services Incentive Program (NSIP)	203,165	79,732	123,433	154.8%
Other Federal (Title C2 Supplemental, & ARPA)	162,420	77,910	84,510	108.5%
State Funding				
Alzheimer's	0	3,680	(3,680)	-100.0%
Senior Community Services	0	11,412	(11,412)	-100.0%
Interest				
Earned	23,365	579	22,786	3935.4%
Client Contributions				
Client Donations	23,418	24,396	(978)	-4.0%
Co-Pays Received	186,452	115,659	70,793	61.2%
Total Revenue	\$9,077,308	\$9,485,509	(\$408,201)	-4.3%
Expenses				
Operating Expenses				
COA Administrative	\$554,014	\$578,928	\$24,914	4.3%
Intake & Assessment	95,196	105,278	\$10,082	9.6%
Care Management	1,693,370	1,655,746	(\$37,624)	-2.3%
Fast Track Case Mgmt	124,511	263,580	\$139,069	52.8%
Total Operational Expenses	\$2,467,091	\$2,603,532	\$136,440	5.2%
Purchased Services				
Home Care Services	\$1,595,671	\$2,077,909	\$482,238	23.2%
Consumer Directed Care	780,026	378,989	(\$401,037)	-105.8%
Laundry Service	53,222	15,000	(\$38,222)	-254.8%
Independent Living	11,667	47,612	\$35,945	75.5%
Electronic Monitoring	243,924	272,383	\$28,460	10.4%
Minor Home Modifications	281,248	294,811	\$13,563	4.6%
Major Housecleaning	41,200	8,232	(\$32,968)	-400.5%
Pest Control	14,755	7,599	(\$7,156)	-94.2%
Home Medical Equipment	64,194	77,726	\$13,531	17.4%
Home Delivered Meals	2,887,982	3,166,728	\$278,747	8.8%
Adult Day Service	94,187	180,835	\$86,648	47.9%
Adult Day Transportation	20,787	24,396	\$3,608	14.8%
Medical Transportation	521,354	329,757	(\$191,597)	-58.1%
Gross Purchased Services	\$6,610,216	\$6,881,977	\$271,761	3.9%
Gross Program Expenses	\$9,077,308	\$9,485,509	\$408,201	4.3%
Client Census	1,962 *	1,852	(110)	-5.9%
Cost of Services per Client	280.45	288.86	8.41	2.9%

* actual year end census.

1. Census Trends

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

2. Service Trends

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

3. FTH Census Trends

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

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

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

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

7. Benefit Cost Savings:

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

Warren County Program Update Report

March 2024

Home Medical Equipment (HME)

101 Mobility is currently in the pre-certification process to become a new provider of non-permanent ramps for Warren County. This provider was added to the network through the RFP process.

The precertification process continues for The Janz Corporation (formerly Mullaney's) to ensure services can be delivered according to the ESP Program requirements.

Home Care Assistance (HCA)

An in-person HCA Partnership meeting is scheduled for all ESP HCA Providers on March 26, 2024. This meeting is dedicated to gather feedback from our HCA Providers, focusing on ways to improve the HCA service.

Effective February 2024 - Heavenly Helpers was placed on hold for new referrals due to a lack of staff.

Independent Living Assistance (ILA)

No change

Emergency Response Services

No change

Environmental Services

All Gone Pest Control remains on a Quality Action Plan (QAP) awaiting receipt of the owner's criminal records check. Plans for transitioning clients are in place in the event the requested documentation is not received.

Minor Home Modification and Repair (MHM)

No change

Senior Farmers Market Nutrition Program

The Senior Farmers Market Nutrition Program will be returning for the 2024 season. The Ohio Department of Aging has indicated that the program is moving away from paper coupons to an e-solutions model. We are waiting for an official update regarding the pending changes to the program and will supply further information as it is supplied to us.

PILOT PROGRAMS

Livewell

COA has been working with Livewell on an ESP bill redesign and testing contribution plan. The current ESP program administration, including client assessment, co-pay calculation, and billing has not changed in the last 25 years. COA and Livewell have been working together to address the need for change and create a system to address increased revenue and higher equity.

On January 29, 2024 contribution solicitation letters, created by COA and Livewell. We partnered with WCCS to provide their Warren County ESP clients with the contribution request letters. About 1000 letters went to clients. All donations will be tracked, tabulated, and compared against previous donation data.

2023 Provider Monitoring Summary Results

Warren County Provider List	Review Frequency	2023 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
A Best Home Care	Annual	10/18/23	HCA	N/A	N/A		
A Miracle Home Care	Annual	9/6/23	HCA	N/A	N/A		
Active Day of Cincinnati	Annual	12/29/23	ADS, ADS Transp	N/A	N/A		
All Gone Pest Control	Biennial	5/24/23	ENVIR-Pest	Non-compliance submitting criminal records checks, database checks, and consumer records to support service delivery.	Yes	Provider is on hold for all new service referrals and is not being considered to expand to offer Chore services until after fully in compliance. A Quality Action Plan has been in effect for this provider to ensure all future compliance.	Provider still in process of submitting required documentation of background check of owner.
Always There Healthcare, LLC	Annual	7/21/23	HCA	N/A	N/A		

Bayley Adult Day	Annual	9/14/23	ADS, ADS Transp	N/A	N/A		
Bernens Medical	Biennial	12/5/23	HME	N/A	N/A		
CareStar (ESP	Annual	8/14/23	HCA	N/A	N/A		
Custom Home	Biennial	8/8/23	MHM	N/A	N/A		
Guardian Medical	Biennial	11/29/23	ERS	N/A	N/A		
HomeFirst Non-Medical	Biennial	12/5/23	ENVIR-Chore, HME	N/A	N/A		
Homecare by Blackstone	Annual	3/17/23	HCA	N/A	N/A		
Interim HomeStyles of Greater Cincinnati	Annual	10/2/23	HCA	N/A	N/A		
LCD Home Health Agency	Annual	7/27/23	HCA	Incorrect BCII Code	Yes	Provider submitted a corrective action plan which was accepted and sent evidence of the background check being sent under correct code.	Yes
Mayerson JCC	Annual	4/30/23	HDM	N/A	N/A		
MedAdapt Home Services	Biennial	5/24/23	MHM	N/A	N/A		
Milt's Termite & Pest Control	Biennial	7/19/23	ENVIR-Pest	N/A	N/A		
Nova Home Care	Annual	11/30/23	HCA	N/A	N/A		
Otterbein-Lebanon ADS	Annual	7/19/23	ADS, ADS Transp	nutrition findings	Yes		
People Working Cooperatively dba PWC	Biennial	5/9/23	MHM	N/A	N/A		
Prime Home Care	Annual	2/14/23	HCA	N/A	Yes		
Senior Helpers of Greater Cincinnati	Annual	10/27/23	HCA	N/A	N/A		
Universal Transportation Systems (UTS) (terminated 1/30/24)	Biennial	3/14/23	Transp	N/A	N/A		
Universal Work & Power dba Kemper Shuttle Services	Biennial	1/10/23	Transp	N/A	N/A		

Warren County Community Services, Inc.	Annual	10/24/23	CM	N/A	N/A		
WCCS Inc.	Annual	3/3/23	HDM, Transp	N/A	N/A		

2024 Provider Monitoring Schedule

WARREN COUNTY ESP PROVIDER MONITORING SCHEDULE - 2024 (Please find below the list of Warren County Providers of ESP Services and the tentative dates for annual review for 2024.)		
Warren County ESP Providers	Review Type	Review Tentative Date
A Best Home Care	Annual	Oct. 2024
A Miracle Home Care	Annual	Sept. 2024
Active Day of Cincinnati	Annual	Dec. 2024
All Gone Pest Control	Annual	May 2024
Always There Healthcare, LLC	Annual	July 2024
Bayley Adult Day	Annual	Sept. 2024
CareStar	Annual	Aug. 2024
Home Care Network	Annual	Aug. 2024
Homecare by Blackstone	Annual	March 2024
Interim HomeStyles of Greater Cincinnati	Annual	Sept. 2024
Ken Bryan Construction, INC.	Bi-Ennial	April 2024
LCD Home Health Agency	Annual	July 2024
Mayerson JCC	Annual	April 2024
Meda-Care Transportation	Bi-Ennial	July 2024
Nova Home Care	Annual	Nov. 2024
Otterbein Lebanon ADS	Annual	March 2024
Prime Home Care	Annual	Feb. 2024
Senior Helpers of Greater Cincinnati	Annual	Oct. 2024
Seven Days Home Health Care	Annual	Aug. 2024
Tri- State Maintenance	Bi-Ennial	June 2024
Universal Work & Power (Kemper Shuttle)	Bi-Ennial	Jan. 2024
Warren County Care Management	Annual	Oct. 2024
WCCS INC	Annual	March 2024

2024 Draft Request for Proposal (RFP) Schedule

COA has intent to issue the following RFP during 2024:

- Emergency Response Systems – tentatively proposed to be published at the beginning of Quarter Two. The service specification is in the process of being updated but with no material program changes being considered. The proposed service specification will be presented for approval during Advisory Council meeting.

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming 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 the older adults. Proposals demonstrating a county presence will receive additional scoring.
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

Services with a capacity problem:

The following services have been identified as having a capacity problem. Per section 4 (A) of our contract, COA is requesting a waiver of competitive bidding requirements so that we can recruit new providers for the following services:

1. Home Care Assistance
2. Environmental Services
3. Minor Home Modifications & Repairs



Warren County



Provider Quality Report

Quarter 4, 2023

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Provider Quality Report: Introduction

Warren County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-Mar).
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.

Billable Unit Conversions:

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

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

SASI Scoring:

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

Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
CareStar Inc.	Home Care Assistance	12/31/2023
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Partners in Prime	Independent Living Assistance	3/2/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	HME	1/20/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Palco, Inc.	Consumer Directed Care	1/10/2022
Partners in Prime	Independent Living Assistance	8/1/2023
Tri-State Maintenance	HME	2/17/2023
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023

Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	0	0	0	160	224	267	419	293	1,362
Total Billable Units	0	0	0	160	224	267	419	293	1,362

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Otterbein Lebanon Adult Day Service	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	0	0	0	9	11	17	17	19	15
Total Distinct Clients Served	0	0	0	9	11	17	17	19	15

Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	5,126	4,483	12	0	0	0	0	0	9,621
Palco, Inc.	0	0	6,207	6,531	9,970	8,207	9,231	8,751	48,897
Total Billable Units	5,126	4,483	6,219	6,531	9,970	8,207	9,231	8,751	58,518

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	0.19%	0	0	0	0	0
Palco, Inc.	0	0	99.81%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	65	58	1	0	0	0	0	0	41
Palco, Inc.	0	0	71	92	110	116	115	96	100
Total Distinct Clients Served	65	58	72	92	110	116	115	96	80

Home Care Assistance

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
A Best Home Care, Inc.	136	150	82	33	15	0	20	76	510
A Miracle Home Care	5,675	6,440	6,085	6,547	7,193	7,978	9,426	10,535	59,879
Always There Healthcare LLC	28	1	0	0	0	0	0	0	29
Assisted Care by Black Stone of CIN	3,660	3,732	3,320	3,033	2,742	2,515	2,176	2,014	23,192
Heavenly Helpers	0	0	0	0	0	20	31	156	207
Helping Hands Private Duty Homecare	3,622	3,833	971	0	0	0	0	0	8,426
Interim HomeStyles of Greater Cincinnati, Inc.	1,074	1,095	888	908	808	460	619	593	6,445
Nova Home Care	24	22	62	95	183	252	147	72	856
Prime Home Care, LLC	127	112	112	96	103	96	105	107	858
Quality Care	533	584	549	361	316	174	467	329	3,312
SH of Southern Ohio LLC	159	200	994	1,854	1,654	1,919	1,601	1,515	9,895
Superior Home Care, Inc.	0	0	162	268	101	110	82	106	827
Total Billable Units	15,037	16,169	13,222	13,194	13,114	13,524	14,674	15,501	114,434

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	0.90%	0.93%	0.62%	0.25%	0.11%	0	0.14%	0.49%
A Miracle Home Care	37.74%	39.83%	46.02%	49.62%	54.85%	58.99%	64.24%	67.96%
Always There Healthcare LLC	0.19%	0.01%	0	0	0	0	0	0
Assisted Care by Black Stone of CIN	24.34%	23.08%	25.11%	22.99%	20.91%	18.60%	14.83%	12.99%
Heavenly Helpers	0	0	0	0	0	0.15%	0.21%	1.00%
Helping Hands Private Duty Homecare	24.09%	23.71%	7.34%	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	7.14%	6.77%	6.71%	6.88%	6.16%	3.40%	4.22%	3.83%
Nova Home Care	0.16%	0.14%	0.47%	0.72%	1.40%	1.87%	1.00%	0.46%
Prime Home Care, LLC	0.84%	0.69%	0.85%	0.73%	0.79%	0.71%	0.72%	0.69%
Quality Care	3.54%	3.61%	4.15%	2.74%	2.41%	1.29%	3.18%	2.12%
SH of Southern Ohio LLC	1.05%	1.24%	7.52%	14.05%	12.61%	14.19%	10.91%	9.78%
Superior Home Care, Inc.	0	0	1.22%	2.03%	0.77%	0.81%	0.56%	0.68%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	4	4	3	1	0	1	4	3
A Miracle Home Care	220	232	233	236	248	301	360	388	277
Always There Healthcare LLC	1	1	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	131	129	125	104	98	84	67	61	100
Heavenly Helpers	0	0	0	0	0	1	8	15	8
Helping Hands Private Duty Homecare	155	146	132	0	0	0	0	0	144
Interim HomeStyles of Greater Cincinnati, Inc.	41	38	36	37	33	26	21	18	31
Nova Home Care	2	3	4	7	11	11	11	11	8
Prime Home Care, LLC	4	4	3	2	2	2	2	2	3
Quality Care	38	35	29	22	18	9	17	17	23
SH of Southern Ohio LLC	18	17	64	70	69	67	62	54	53
Superior Home Care, Inc.	0	0	21	19	8	7	7	6	11
Total Distinct Clients Served	614	609	651	500	488	508	556	576	58

Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	3,327	3,191	3,262	3,233	2,690	3,754	3,076	3,439	25,970
Total Billable Units	3,327	3,191	3,262	3,233	2,690	3,754	3,076	3,439	25,970

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,081	1,040	1,032	1,032	1,008	1,042	993	1,039	1,033
Total Distinct Clients Served	1,081	1,040	1,032	1,032	1,008	1,042	993	1,039	1,033

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	2,326	2,017	2,083	2,152	2,554	2,555	440	0	14,127
Mayerson JCC (Jewish Community Center)	753	695	739	981	1,138	1,485	1,741	1,823	9,355
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	3,752	3,752
Warren County Community Service	55,602	58,331	59,599	61,244	59,205	60,485	64,129	63,780	482,375
Total Billable Units	58,681	61,043	62,421	64,377	62,897	64,525	66,310	69,355	509,609

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	3.96%	3.30%	3.34%	3.34%	4.06%	3.96%	0.66%	0
Mayerson JCC (Jewish Community Center)	1.28%	1.14%	1.18%	1.52%	1.81%	2.30%	2.63%	2.63%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	5.41%
Warren County Community Service	94.75%	95.56%	95.48%	95.13%	94.13%	93.74%	96.71%	91.96%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	39	40	39	36	51	48	26	0	40
Mayerson JCC (Jewish Community Center)	14	14	18	20	24	29	30	30	22
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	62	62
Warren County Community Service	884	915	960	955	941	959	1,011	977	950
Total Distinct Clients Served	937	969	1,017	1,011	1,016	1,036	1,067	1,069	338

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
American Ramp Systems	2	6	4	6	7	5	6	11	47
Bernens Medical	10	12	15	23	49	23	24	28	184
Home First	5	0	2	2	0	1	1	2	13
HomeCare Mattress Inc.	0	0	0	0	0	0	1	0	1
Mullaney's Pharmacy & Home Health Care	3	5	3	7	5	7	11	8	49
People Working Cooperatively, Inc.	0	0	2	4	3	3	2	0	14
Stateline Medical Equipment	3	0	1	0	1	6	7	6	24
Total Billable Units	23	23	27	42	65	45	52	55	332

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
American Ramp Systems	8.70%	26.09%	14.81%	14.29%	10.77%	11.11%	11.54%	20.00%
Bernens Medical	43.48%	52.17%	55.56%	54.76%	75.38%	51.11%	46.15%	50.91%
Home First	21.74%	0	7.41%	4.76%	0	2.22%	1.92%	3.64%
HomeCare Mattress Inc.	0	0	0	0	0	0	1.92%	0
Mullaney's Pharmacy & Home Health Care	13.04%	21.74%	11.11%	16.67%	7.69%	15.56%	21.15%	14.55%
People Working Cooperatively, Inc.	0	0	7.41%	9.52%	4.62%	6.67%	3.85%	0
Stateline Medical Equipment	13.04%	0	3.70%	0	1.54%	13.33%	13.46%	10.91%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
American Ramp Systems	1	2	2	4	4	3	3	4	3
Bernens Medical	9	12	12	21	32	20	20	24	19
Home First	5	0	2	2	0	1	1	2	2
HomeCare Mattress Inc.	0	0	0	0	0	0	1	0	1
Mullaney's Pharmacy & Home Health Care	3	4	1	6	5	7	9	7	5
People Working Cooperatively, Inc.	0	0	1	1	1	1	1	0	1
Stateline Medical Equipment	3	0	1	0	1	6	5	5	4
Total Distinct Clients Served	21	18	19	34	43	38	40	42	6

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	1	1	0	1	2	0	0	5
Home First	23	21	16	37	26	15	22	23	183
HomeCare Mattress Inc.	0	0	0	0	0	2	4	2	8
MedAdapt Ltd.	17	9	6	10	9	7	12	10	80
People Working Cooperatively, Inc.	1	4	1	0	0	1	1	1	9
Stateline Medical Equipment	0	5	2	3	8	6	5	5	34
Tri-State Maintenance	1	4	7	8	11	3	8	8	50
Total Billable Units	42	44	33	58	55	36	52	49	369

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Custom Home Elevator & Lift Co. Inc.	0	2.27%	3.03%	0	1.82%	5.56%	0	0
Home First	54.76%	47.73%	48.48%	63.79%	47.27%	41.67%	42.31%	46.94%
HomeCare Mattress Inc.	0	0	0	0	0	5.56%	7.69%	4.08%
MedAdapt Ltd.	40.48%	20.45%	18.18%	17.24%	16.36%	19.44%	23.08%	20.41%
People Working Cooperatively, Inc.	2.38%	9.09%	3.03%	0	0	2.78%	1.92%	2.04%
Stateline Medical Equipment	0	11.36%	6.06%	5.17%	14.55%	16.67%	9.62%	10.20%
Tri-State Maintenance	2.38%	9.09%	21.21%	13.79%	20.00%	8.33%	15.38%	16.33%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	1	1	0	1	2	0	0	1
Home First	18	19	16	33	25	15	22	21	21
HomeCare Mattress Inc.	0	0	0	0	0	2	4	2	3
MedAdapt Ltd.	15	8	6	10	9	7	10	10	9
People Working Cooperatively, Inc.	1	4	1	0	0	1	1	1	2
Stateline Medical Equipment	0	5	2	3	8	6	5	5	5
Tri-State Maintenance	1	4	6	7	10	3	8	8	6
Total Distinct Clients Served	35	41	32	53	53	36	50	47	8

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	60	170	131	134	90	57	0	0	643
Partners in Prime	23	0	0	0	0	0	10	31	63
Total Billable Units	83	170	131	134	90	57	10	31	705

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	72.73%	100.00%	100.00%	100.00%	100.00%	100.00%	2.56%	0
Partners in Prime	27.27%	0	0	0	0	0	97.44%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	38	48	47	48	49	34	1	0	38
Partners in Prime	21	0	0	0	0	0	8	16	15
Total Distinct Clients Served	59	48	47	48	49	34	9	16	31

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	1	1	3	2	7	2	5	4	25
Total Billable Units	1	1	3	2	7	2	5	4	25

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	1	1	3	2	7	2	5	4	3
Total Distinct Clients Served	1	1	3	2	7	2	5	4	3

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	8	6	8	7	2	0	0	0	31
Milt's Termite & Pest Control	2	1	3	7	14	21	16	6	70
Total Billable Units	10	7	11	14	16	21	16	6	101

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	80.00%	85.71%	72.73%	50.00%	12.50%	0	0	0
Milt's Termite & Pest Control	20.00%	14.29%	27.27%	50.00%	87.50%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	4	3	4	3	1	0	0	0	3
Milt's Termite & Pest Control	1	1	1	3	7	9	7	5	4
Total Distinct Clients Served	5	4	5	6	8	9	7	5	4

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	85	51	53	71	85	84	4	0	433
Kemper Shuttle Services	0	0	2	0	0	0	0	0	2
Meda-Care Transportation, Inc.	139	124	206	180	161	139	209	255	1,413
Universal Transportation Systems	84	78	71	36	27	14	6	19	335
Valley Transport LLC	41	40	68	111	266	238	318	222	1,304
Warren County Community Service	945	973	975	785	966	1,062	1,100	1,086	7,892
Total Billable Units	1,294	1,266	1,375	1,183	1,505	1,537	1,637	1,582	11,379

Market Share									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	
Central Connections	6.57%	4.03%	3.85%	6.00%	5.65%	5.47%	0.24%	0	
Kemper Shuttle Services	0	0	0.15%	0	0	0	0	0	
Meda-Care Transportation, Inc.	10.74%	9.79%	14.98%	15.22%	10.70%	9.04%	12.77%	16.12%	
Universal Transportation Systems	6.49%	6.16%	5.16%	3.04%	1.79%	0.91%	0.37%	1.20%	
Valley Transport LLC	3.17%	3.16%	4.95%	9.38%	17.67%	15.48%	19.43%	14.03%	
Warren County Community Service	73.03%	76.86%	70.91%	66.36%	64.19%	69.10%	67.20%	68.65%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	6	7	7	7	5	4	1	0	5
Kemper Shuttle Services	0	0	1	0	0	0	0	0	1
Meda-Care Transportation, Inc.	18	25	23	21	23	19	22	31	23
Universal Transportation Systems	12	17	12	9	7	3	1	7	9
Valley Transport LLC	5	5	11	19	18	23	29	18	16
Warren County Community Service	89	87	88	84	91	100	104	111	94
Total Distinct Clients Served	130	141	142	140	144	149	157	167	29

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	0	2	1	2	1	1	0
A Miracle Home Care	72	68	80	90	87	113	131	158
Assisted Care by Black Stone of CIN	57	45	57	39	50	41	31	25
Heavenly Helpers	0	0	0	0	0	0	0	3
Helping Hands Private Duty Homecare	67	48	15	2	1	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	15	14	15	13	14	11	8	7
Nova Home Care	1	1	1	6	1	8	4	3
Prime Home Care, LLC	0	1	0	0	0	1	1	0
Quality Care	20	8	20	7	11	7	11	4
SH of Southern Ohio LLC	5	4	18	19	28	28	28	19
Superior Home Care, Inc.	0	0	6	5	3	3	3	3

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	14	12	19	14	15	13	7	0
Mayerson JCC (Jewish Community Center)	4	8	1	9	4	12	9	11
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	1	22
Warren County Community Service	299	219	270	301	290	384	380	332

Medical Transportation								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	2	4	2	5	4	10	0	0
Kemper Shuttle Services	1	0	1	0	1	1	0	0
Meda-Care Transportation, Inc.	18	12	21	27	23	17	17	23
Universal Transportation Systems	6	5	10	7	9	4	6	2
Valley Transport LLC	5	3	9	11	6	16	9	20
Warren County Community Service	49	35	50	70	52	72	83	65

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	80.0%	100.0%	60.0%	0.0%	90.0%	No Data
A Miracle Home Care	92.8%	92.0%	92.0%	87.1%	95.3%	94.7%	96.7%	97.0%
Assisted Care by Black Stone of CIN	94.8%	92.8%	90.7%	85.7%	86.7%	87.5%	89.0%	95.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	93.3%
Helping Hands Private Duty Homecare	92.2%	88.2%	92.3%	100.0%	0.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	100.0%	96.8%	96.7%	98.3%	99.1%	98.6%	100.0%
Nova Home Care	60.0%	50.0%	100.0%	86.7%	70.0%	80.0%	72.5%	25.0%
Prime Home Care, LLC	No Data	90.0%	No Data	No Data	No Data	50.0%	100.0%	No Data
Quality Care	85.6%	97.5%	70.6%	80.0%	84.0%	63.5%	85.9%	97.5%
SH of Southern Ohio LLC	85.7%	47.5%	94.1%	94.3%	94.0%	99.0%	98.0%	96.3%
Superior Home Care, Inc.	No Data	No Data	100.0%	96.7%	96.7%	95.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.5%	88.2%	86.6%	79.7%	96.7%	96.5%	96.9%	97.5%
Assisted Care by Black Stone of CIN	93.9%	93.5%	84.3%	75.0%	80.0%	83.9%	87.5%	93.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	91.8%	94.6%	100.0%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	100.0%	No Data	75.0%	75.0%	50.0%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	88.2%	100.0%	61.5%	85.7%	85.7%	80.0%	80.0%	100.0%
SH of Southern Ohio LLC	100.0%	25.0%	100.0%	86.7%	95.5%	100.0%	100.0%	88.2%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	93.1%	86.8%	87.0%	76.6%	95.2%	96.6%	96.6%	99.2%
Assisted Care by Black Stone of CIN	87.0%	87.5%	80.4%	70.0%	79.5%	79.3%	82.6%	94.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	88.3%	88.6%	84.6%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	86.7%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	83.3%	No Data	75.0%	25.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	88.2%	100.0%	75.0%	100.0%	100.0%	83.3%	87.5%	100.0%
SH of Southern Ohio LLC	50.0%	25.0%	100.0%	100.0%	100.0%	100.0%	94.7%	93.8%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data
A Miracle Home Care	88.7%	91.2%	87.5%	84.3%	88.4%	91.0%	88.1%	96.1%
Assisted Care by Black Stone of CIN	94.7%	93.3%	91.2%	87.2%	79.6%	89.7%	90.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Helping Hands Private Duty Homecare	69.7%	58.3%	80.0%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	50.0%	100.0%	37.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	65.0%	87.5%	61.1%	71.4%	60.0%	57.1%	72.7%	100.0%
SH of Southern Ohio LLC	80.0%	No Data	83.3%	100.0%	96.4%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	98.6%	100.0%	98.8%	98.9%	100.0%	99.1%	99.2%	98.7%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	97.1%	100.0%	97.8%	98.8%	98.2%	99.2%	97.4%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	95.8%	93.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	88.2%	71.4%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	97.1%	97.5%	94.4%	100.0%	99.1%	98.4%	96.1%
Assisted Care by Black Stone of CIN	98.2%	100.0%	96.5%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	93.8%	100.0%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	76.5%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	96.4%	96.4%	92.9%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	98.5%	95.0%	92.0%	96.5%	99.1%	99.2%	96.1%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.6%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	93.8%	93.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	50.0%	No Data	No Data	No Data
A Miracle Home Care	81.5%	76.1%	86.9%	76.1%	85.5%	77.9%	95.1%	94.6%
Assisted Care by Black Stone of CIN	86.5%	69.0%	73.9%	50.0%	58.3%	55.2%	63.6%	77.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	87.3%	84.8%	92.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	92.3%	100.0%	83.3%	66.7%	83.3%	100.0%	85.7%	100.0%
Nova Home Care	100.0%	No Data	100.0%	83.3%	No Data	62.5%	50.0%	No Data
Prime Home Care, LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	60.0%	100.0%	43.8%	42.9%	44.4%	No Data	37.5%	75.0%
SH of Southern Ohio LLC	66.7%	25.0%	63.6%	66.7%	73.3%	93.8%	100.0%	92.3%
Superior Home Care, Inc.	No Data	No Data	100.0%	66.7%	66.7%	50.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.7%	94.0%	90.0%	86.2%	95.3%	92.8%	96.0%	96.1%
Assisted Care by Black Stone of CIN	94.7%	95.6%	91.2%	92.3%	82.0%	89.7%	90.0%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Helping Hands Private Duty Homecare	90.9%	83.0%	93.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	66.7%	100.0%	62.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	70.0%	87.5%	64.7%	85.7%	70.0%	42.9%	90.9%	100.0%
SH of Southern Ohio LLC	60.0%	50.0%	94.4%	94.7%	92.9%	100.0%	96.4%	94.7%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	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%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.7%	91.2%	91.3%	85.4%	96.5%	96.4%	98.4%	98.0%
Assisted Care by Black Stone of CIN	93.0%	88.9%	94.6%	92.3%	88.0%	87.2%	90.0%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	94.0%	91.7%	85.7%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	83.3%	100.0%	87.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	85.0%	100.0%	70.6%	85.7%	80.0%	28.6%	90.0%	100.0%
SH of Southern Ohio LLC	100.0%	50.0%	100.0%	100.0%	89.3%	100.0%	96.3%	94.4%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	92.0%	96.9%	88.6%	83.6%	88.2%	85.5%	67.9%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	87.5%	100.0%	96.9%	100.0%	98.6%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.7%
Warren County Community Service	99.1%	98.8%	99.4%	98.7%	98.6%	99.1%	99.2%	99.1%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	88.9%	90.0%	85.7%	57.1%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	94.4%
Warren County Community Service	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	83.3%	73.7%	71.4%	86.7%	69.2%	71.4%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%
Warren County Community Service	97.0%	96.3%	98.9%	97.3%	96.9%	97.9%	99.2%	97.3%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	83.3%	78.6%	100.0%	71.4%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.5%
Warren County Community Service	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%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	85.7%	90.0%	85.7%	42.9%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	94.4%
Warren County Community Service	99.6%	99.5%	99.1%	98.8%	99.6%	100.0%	99.7%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	92.9%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	99.6%	100.0%	99.3%	99.0%	99.7%	99.4%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	91.7%	68.4%	64.3%	80.0%	69.2%	57.1%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.5%
Warren County Community Service	98.0%	97.3%	98.5%	96.3%	95.8%	97.4%	96.8%	96.7%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	94.7%	100.0%	100.0%	91.7%	85.7%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	99.0%	99.5%	99.3%	99.0%	98.3%	99.0%	98.4%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	72.2%	75.0%	80.0%	90.0%	57.1%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.2%
Warren County Community Service	99.3%	98.6%	99.6%	98.3%	99.3%	99.7%	99.7%	99.1%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	90.0%	No Data	No Data
Meda-Care Transportation, Inc.	97.2%	90.8%	98.0%	96.5%	94.2%	100.0%	99.3%	98.6%
Universal Transportation Systems	90.0%	74.0%	93.9%	87.1%	75.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	98.0%	95.5%	95.0%	99.4%	97.8%	94.2%
Warren County Community Service	95.8%	99.4%	99.4%	100.0%	99.8%	99.7%	99.6%	99.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	96.2%	90.5%	100.0%	100.0%	100.0%
Universal Transportation Systems	66.7%	40.0%	80.0%	71.4%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	81.8%	83.3%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%	97.2%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	95.0%	92.0%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	88.4%
Warren County Community Service	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	100.0%	100.0%	85.7%	77.8%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Warren County Community Service	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%

Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	100.0%	100.0%	85.7%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Warren County Community Service	95.8%	94.3%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	96.2%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	88.9%	91.7%	100.0%	96.2%	95.2%	100.0%	92.9%	100.0%
Universal Transportation Systems	66.7%	40.0%	90.0%	85.7%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	90.9%	83.3%	93.8%	100.0%	94.4%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%

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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	88.9%	91.7%	95.0%	100.0%	100.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	40.0%	90.0%	71.4%	44.4%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	80.0%	90.9%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	95.0%	92.3%	85.7%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	90.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.4%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	94.4%	91.7%	95.0%	92.3%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	40.0%	88.9%	71.4%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Appendix A: Methodology for SASI Analysis

Warren County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 3, 2021 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 (ESPSM)

ELECTRONIC MONITORING SYSTEMS

SERVICE SPECIFICATION

**EFFECTIVE October 1, 2024
(BCESP) (CCESP) (HCESP) (WCESP)**

**EMERGENCY RESPONSE SYSTEMS (ERS)
SERVICE SPECIFICATION
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ELECTRONIC MONITORING SYSTEMS (EMS)

1.0 OBJECTIVE

Electronic Monitoring Systems (EMS) is a service designed to monitor client health/safety and provide clients with access to emergency crisis intervention for medical or environmental emergencies. EMS services include telecommunications equipment, a response center, and a medium for two-way, hands-free communication with the response center.

2.0 UNIT OF SERVICE

A unit of monitoring service includes supplies and monitoring costs of the EMS service. A unit of service is defined as one of the following:

- 2.1 Two units of monitoring service is equal to 16 or more service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow up training to a client or client's caregiver.
- 2.2 One unit of monitoring service is equal to 15 or less service days a month. This unit includes equipment, monitoring cost of the EMS service, training requirements of each emergency responder and follow-up training to a client or client's caregiver.
- 2.3 One unit of delivery and training: Includes the one-time cost to deliver the equipment and initial call to provide training on how to use the equipment.
- 2.4 One unit of Provider installation: Includes the one-time cost for installation of the equipment in the home of the client, the initial face- to-face demonstration and training on how to use the equipment.

3.0 CLIENT ELIGIBILITY REQUIREMENTS

- 3.1 Client eligibility is determined by the Care Manager. Only clients that have been referred for the service by their Care Manager or other designated ESP staff member are eligible for this service.

4.0 PROVIDER REQUIREMENTS

Response Center

- 4.1 The Provider must own, operate and staff an emergency response center located in the United States that functions twenty-four hours per day, three hundred sixty-five days per year.
- 4.2 The Provider shall have the capacity to receive and respond to alarm signals from clients twenty-four hours per day, three hundred sixty-five days per year.
- 4.3 The Provider must maintain the capacity to respond to all incoming alarm signals in case the primary system is unable to respond.
- 4.4 The Provider must respond to each alarm signal no more than sixty seconds after it receives a signal.
- 4.5 The Provider must have the capability to triage calls and take appropriate action based on industry standard triage protocol.

Testing

- 4.6 The Provider must conduct monthly testing of each client's EMS equipment to ensure proper operation. The Provider shall retain a record of the monthly testing that includes the date, time, and results of the test.

Alarm Signal Notification

- 4.7 The Provider must notify the Care Manager, or designee of any emergency involving a client no more than twenty-four hours after the alarm signal.
- 4.8 The Provider shall contact emergency service personnel if a client sends an alarm signal, and the Provider cannot reach a designated responder.
- 4.9 If a client sends an alarm signal, the Provider shall remain in communication with the client through the two-way communications feature of the equipment until a designed responder or emergency service personnel arrives in the client's home, or the emergency subsides.
- 4.10 The Provider must notify Care Managers when a client receives emergency medical services as a result of emergency signals.

Installers

- 4.11 Provider installers and service staff must have proper identification, including photo ID with company name.
- 4.12 Provider installers and service staff must have criminal background checks.

5.0 EMS EQUIPMENT

- 5.1 The Provider shall ensure that each client is supplied with the equipment that meets his or her specific needs as authorized by the Care Manager.
- 5.2 The Provider shall offer each client a variety of remote activation devices that are wearable and water-resistant, unless the client requires a specialty activation device that is not wearable and water-resistant.

- 5.3 All EMS equipment must contain an internal battery that provides at least twenty-four hours of power without recharging and that sends notification to the emergency response center if the battery's level is low.
- 5.4 Provider must label equipment with company name and a toll-free number for client access to Provider.
- 5.5 The EMS equipment, when activated, must dial a toll-free number in order to contact the primary or back-up response center.
- 5.6 The EMS equipment must, in the event it cannot get its signal accepted at the response center within the first call placed, be able to self-disconnect and redial the back- up monitoring system without the client resetting the system.
- 5.7 Replacement equipment: At no additional cost to the client or COA, the Provider shall replace any malfunctioning EMS equipment in fewer than twenty-four hours after it is notified of the malfunction or in fewer than twenty-four hours after the malfunction is detected through the monthly testing or equipment, unless the malfunction is due to confirmed misuse, abuse, or negligence.
- 5.8 EMS equipment installed must meet Underwriters Laboratories (UL) Safety Standards for Home Health Signaling Equipment. This Standard outlines safety requirements for home health care signaling systems and components for routine monitoring and medical emergencies. Devices may be connected directly or indirectly to receiving equipment at a residence or central supervising station.

6.0 TRAINING

- 6.1 The Provider shall furnish each EMS client documentation that will include manufacturer's specifications and installation and operation instructions.
- 6.2 Equipment installed in person by Provider must include an initial face-to-face demonstration and training on how to use the EMS equipment unless otherwise specified by the client's care plan. Upon completion of all in

person installs the Provider must leave simple instructions on how to use the device. Examples of reasons to use the device would also be helpful. The Provider shall retain records that include:

- a) Client's name and contact information
- b) Date of installation, demonstration, and training
- c) Client's signature attesting to receiving training

6.3 As part of the monthly service, the Provider shall provide additional training to the client, caregiver, or COA upon request at no additional cost.

6.4 The Provider shall train every designated responder before activating the EMS equipment, on an annual basis, and upon request. This training is part of the monthly service. At a minimum, the training must include:

- a) Instructions for responding to an emergency including instructions for contacting emergency personnel
- b) Written instructions for responding to the client's alarm signals

7.0 RESPONSE PLAN

7.1 The Provider shall work with the client to develop a written response plan regarding how to proceed when an alarm is signaled. The plan must include a summary of the client's medical diagnosis, treatment, and preferences as well as the name of the contact information for the client's designated responders. If the client designates only one individual, then the Provider must also designate emergency service personnel as a back-up responder.

7.2 Definition for this rule: "Designated Responder" means an individual the emergency response center contacts if the client signals an alarm.

7.3 The Provider shall update the written response plan on an annual basis.

7.4 The Provider shall retain a record of the response plan and all subsequent response plans.

7.5 If the client's designated responder ceases to participate, the Provider shall work with the client to replace the responder and revise the written response plan.

8.0 SERVICE VERIFICATION

8.1 For each episode of service or incident related contact with the client, the Provider shall retain a record that includes the following:

- a) Client's name
- b) Date and time of contact
- c) Service delivered (including the service of responding to a false alarm)
- d) Identification of EMS staff

8.2 The Provider may use a technology-based system to collect or retain the records required under this rule.

9.0 REQUIRED REPORTING

9.1 Provider shall submit monthly detailed reports of the following:

- a) Summary of frequent fall alerts
- b) Pattern of frequent false alarms
- c) Contacts to the response center for non-emergency events
- d) Equipment failures
- e) Summary of usage by device, including but not limited to, missed medication, low battery signal, monthly testing, and falls.

9.2 Provider data submission methods must fulfill data security requirements and ensure sound data integrity and continuity.

9.3 Data file must contain, at a minimum, the following data elements:

- a) Client COA identification number
- b) date/time of event,
- c) device issuing alarm, and
- d) summary of actions/outcome.

COA reserves the right to request additional data fields.

10.0 EMS PRODUCTS

Basic Services

Landline Voice: Home-based system that provides two-way voice communication with a wearable water-resistant help button (lanyard or wristband). Has a speakerphone so client does not have to pick up the phone to speak to an Emergency Response (ER) Center. Fall detection capabilities.

Cellular: Home-based systems that provides two-way communication with a wearable water-resistant help button (lanyard or wristband). Appropriate for clients who have a cell phone instead of a landline, or do not have a phone. Fall detection capabilities.

Mobile: Mobile or on-the-go devices using cellular connections, Wi-Fi and location technologies such as GPS. Two-way voice through pendant. Water-resistant, lanyard, wristband, and belt clip options. Fall detection capabilities.

Medication Dispenser (Monitored): Medications are monitored by an alert, which is sent to an EMS center, if medications are not taken as prescribed. Live call to client and caregiver (if specified) if compartment is not opened on time. Provider should have a selection of medication dispensers that can accommodate all types of medications and medication packaging. Caregiver must fill medication dispenser.

Other Programs and Services

Wellness Programs (Social Isolation reduction calls/Check-in Calls, Health Monitoring)

Boundary door and Window Contacts

Mobile Smart Watch

Carbon and Smoke detector

Devices for Hearing Impaired

Special Activation Devices

Note: Providers should be knowledgeable of technological advances in equipment available in the market over lifespan of contract and present opportunities to COA.

2024 Sliding Fee Scale Effective 4/1/2024

	1 Person		2 People		3 People		4 People		5 People		6 People	
<i>FPL (100%) >>></i>	\$ 15,060		\$ 20,440		\$ 25,820		\$ 31,200		\$ 36,580		\$ 41,960	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 1,883	\$ -	\$ 2,555	\$ -	\$ 3,228	\$ -	\$ 3,900	\$ -	\$ 4,573	\$ -	\$ 5,245
5%	\$ 1,884	\$ 2,047	\$ 2,556	\$ 2,778	\$ 3,229	\$ 3,509	\$ 3,901	\$ 4,240	\$ 4,574	\$ 4,971	\$ 5,246	\$ 5,702
10%	\$ 2,048	\$ 2,212	\$ 2,779	\$ 3,003	\$ 3,510	\$ 3,793	\$ 4,241	\$ 4,583	\$ 4,972	\$ 5,374	\$ 5,703	\$ 6,164
15%	\$ 2,213	\$ 2,378	\$ 3,004	\$ 3,227	\$ 3,794	\$ 4,077	\$ 4,584	\$ 4,926	\$ 5,375	\$ 5,776	\$ 6,165	\$ 6,625
20%	\$ 2,379	\$ 2,544	\$ 3,228	\$ 3,452	\$ 4,078	\$ 4,361	\$ 4,927	\$ 5,270	\$ 5,777	\$ 6,178	\$ 6,626	\$ 7,087
25%	\$ 2,545	\$ 2,709	\$ 3,453	\$ 3,677	\$ 4,362	\$ 4,645	\$ 5,271	\$ 5,613	\$ 6,179	\$ 6,581	\$ 7,088	\$ 7,549
30%	\$ 2,710	\$ 2,875	\$ 3,678	\$ 3,902	\$ 4,646	\$ 4,929	\$ 5,614	\$ 5,956	\$ 6,582	\$ 6,983	\$ 7,550	\$ 8,010
35%	\$ 2,876	\$ 3,041	\$ 3,903	\$ 4,127	\$ 4,930	\$ 5,213	\$ 5,957	\$ 6,299	\$ 6,984	\$ 7,386	\$ 8,011	\$ 8,472
40%	\$ 3,042	\$ 3,206	\$ 4,128	\$ 4,352	\$ 5,214	\$ 5,497	\$ 6,300	\$ 6,642	\$ 7,387	\$ 7,788	\$ 8,473	\$ 8,933
45%	\$ 3,207	\$ 3,372	\$ 4,353	\$ 4,577	\$ 5,498	\$ 5,781	\$ 6,643	\$ 6,986	\$ 7,789	\$ 8,190	\$ 8,934	\$ 9,395
50%	\$ 3,373	\$ 3,538	\$ 4,578	\$ 4,801	\$ 5,782	\$ 6,065	\$ 6,987	\$ 7,329	\$ 8,191	\$ 8,593	\$ 9,396	\$ 9,856
55%	\$ 3,539	\$ 3,703	\$ 4,802	\$ 5,026	\$ 6,066	\$ 6,349	\$ 7,330	\$ 7,672	\$ 8,594	\$ 8,995	\$ 9,857	\$ 10,318
60%	\$ 3,704	\$ 3,869	\$ 5,027	\$ 5,251	\$ 6,350	\$ 6,633	\$ 7,673	\$ 8,015	\$ 8,996	\$ 9,397	\$ 10,319	\$ 10,780
65%	\$ 3,870	\$ 4,035	\$ 5,252	\$ 5,476	\$ 6,634	\$ 6,917	\$ 8,016	\$ 8,358	\$ 9,398	\$ 9,800	\$ 10,781	\$ 11,241
70%	\$ 4,036	\$ 4,200	\$ 5,477	\$ 5,701	\$ 6,918	\$ 7,201	\$ 8,359	\$ 8,702	\$ 9,801	\$ 10,202	\$ 11,242	\$ 11,703
75%	\$ 4,201	\$ 4,366	\$ 5,702	\$ 5,926	\$ 7,202	\$ 7,485	\$ 8,703	\$ 9,045	\$ 10,203	\$ 10,605	\$ 11,704	\$ 12,164
80%	\$ 4,367	\$ 4,532	\$ 5,927	\$ 6,150	\$ 7,486	\$ 7,769	\$ 9,046	\$ 9,388	\$ 10,606	\$ 11,007	\$ 12,165	\$ 12,626
85%	\$ 4,533	\$ 4,697	\$ 6,151	\$ 6,375	\$ 7,770	\$ 8,053	\$ 9,389	\$ 9,731	\$ 11,008	\$ 11,409	\$ 12,627	\$ 13,087
90%	\$ 4,698	\$ 4,863	\$ 6,376	\$ 6,600	\$ 8,054	\$ 8,337	\$ 9,732	\$ 10,074	\$ 11,410	\$ 11,812	\$ 13,088	\$ 13,549
95%	\$ 4,864	\$ 5,029	\$ 6,601	\$ 6,825	\$ 8,338	\$ 8,621	\$ 10,075	\$ 10,418	\$ 11,813	\$ 12,214	\$ 13,550	\$ 14,010
100%	\$ 5,030	\$ 5,194	\$ 6,826	\$ 7,050	\$ 8,622	\$ 8,905	\$ 10,419	\$ 10,761	\$ 12,215	\$ 12,616	\$ 14,011	\$ 14,472

Warren County Elderly Services Program

2024

CONFLICT OF INTEREST POLICY

INTRODUCTION

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

DEFINITIONS

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

STANDARDS

Warren County Elderly Services Advisory Council Members shall:

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

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

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

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

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

In addition:

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

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

EXCEPTIONS

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

Form I

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

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

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

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

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

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

Date

Signature

Printed Name

(*) A conflict of interest exists if:

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



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

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

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

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

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

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

Acknowledgement of Confidentiality of Client Information

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

Signature of Affiliate/Volunteer _____

Date _____ Name _____