AGENDA
CCESP Advisory Council Meeting
March 19, 2024, at 9:00 am – 10:30 am
Clinton County Office Annex, 111 S. Nelson Avenue, Wilmington OH 45177
Entrance B, Community Room A

CALL TO ORDER	Nicole Rodman
APPROVAL OF MINUTES ❖ December 5, 2023, Minutes (Action Needed)	Nicole Rodman

QUARTERLY REPORTS
❖ Program Dashboard & Financial Report
   o Healthy Aging Grant Update
 	
❖ Program Update Report
   o 2024 Services with a Capacity Problem (Action Needed)
   o HUD Grant
   o Provider Quality Report
	Ken Wilson &
	Ronnie Spears
	
	Lisa Portune &
	Ken Wilson

OLD BUSINESS
❖ Senior Center Grant Responses (Action Needed)
   o New Vienna- siding, gutters, windows, etc.
   o Community Action- flooring
	Nicole Rodman

NEW BUSINESS
❖ Service Specification Changes (Action Needed)
   o Electronic Monitoring System
 	
❖ Community Engagement
   o Outreach Events
   o Community Volunteers
   o Outreach Materials
 	
❖ Maximum Reimbursement Rates
 	
❖ Updated Sliding Fee Scale Action Needed)
 	
❖ Conflict of Interest / Confidentiality Forms
	Lisa Portune
	
	Haley Allgood
	Nan Cahall
	Ken Wilson
	
	Ronnie Spears
	
	Ronnie Spears
	
	Nicole Rodman

HEARING THE PUBLIC	Nicole Rodman
ADJOURNMENT	Nicole Rodman

NEXT MEETING: June 18, 2024

ATTENDANCE

Members Present:	COA Staff:	Guests:
Bob Baker, in person Gene Breckel, in person Ray Camp, in person Sue Caplinger, virtual Stella Cramer, in person Donald Gephart, in person Timothy Hawk, in person Nicole Rodman, in person	Haley Allgood Nan Cahall Lisa Portune Stephanie Seyfried Ronnie Spears Ken Wilson	
Excused:	Facilitator:	Scribe:
	Nicole Rodman	Sandy Rodich
Absent:		

CALL TO ORDER / WELCOME

The December 5, 2023, meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 9:00 a.m. with introductions to follow.

APPROVAL OF MINUTES

Nicole Rodman called for a motion to approve the September 19, 2023, CCESP Advisory Council meeting minutes.

Motion: Stella Cramer made a motion to the September 19, 2023, minutes as presented.
Second: Gene Breckel seconded the motion.
Action: The minutes were unanimously approved as presented.

QUARTERLY REPORTS

Program Dashboard & Financial Report

Ken Wilson reviewed the Program Dashboard (please see handout for full details). There were no questions or comments.

Ronnie Spears reviewed the Financial Report (please see handout for full details). There were no questions or comments.

<u>Healthy Aging Grant Update</u>
Ken had previously shared that Clinton County received funding from the State of Ohio in the last budget cycle for healthy aging funding. Since our last meeting, we met with the commissioners and presented the plan to use the majority of the funding to the extent that is feasible in the senior services levy next year. There is a portion of it that is for technology assistance, and we are proposing about $20K to contract with Clinton County Community Action to do technology training for older adults. We will meet with commissioners again in a few weeks. Ken drafted an amendment to our contract to allow that to happen. COA will set up a reporting process to keep the county in compliance with all the reporting and make sure that the funding aligns with our plan. Nicole asked if we had to apply for this funding. Ken explained that we worked with the county on this, and a formal application was not required, but the county had to request the funds from the state. The state issued the county an agreement which included specific requirements about how the dollars had to be spent.

Don Gephart pointed out that most older adults don't have computers, but they do have cell phones or ipads, so training on cell phones or ipads might be more beneficial than computer training. Ken added that the training is not limited to computer training, and the plan is to provide training as to how to use devices for tasks such as Kroger's Click list for groceries, social media, etc. Don added that bringing vendors in every year to learn what is available would be useful, giving the example of the Ohio School Board's recent meeting that Don attended.

<u>Five Year Levy Projections</u>
Ronnie reviewed the Five-Year Levy Projections report. (Please see handout for full details).
A question was raised about the large balance and whether we are earning interest on that money. Ronnie explained that the County holds the fund balance for when there is a need for COA to draw down funds for the program. It was suggested that the county look into an interest-bearing fund that is available to local governments.

There may be an opportunity to draw down remaining ARPA funds in 2024 before they expire in September 2024. We allocated and spent as much as we could now, so we can have an opportunity if the State offers more dollars that we would be able to draw down more to help the county.

Program Update Report

Lisa gave an overview of the Program Update Report which included the draft 2024 RFP plan and bidding criteria, and draft 2024 schedule of provider monitoring reviews. (Please refer to handouts for full details). Stella asked about the rule change on therapeutic meals. From a provider perspective, there is concern with someone who is on therapeutic meals now who won't see their doctor for six months but no longer wants to receive therapeutic meals. Lisa explained that the individual needs to tell their care manager in order to change it in their service plan. This rule change was the result of advocacy from COA to give older adults more choice and control over the meals they can receive. Stella agreed this was a positive change.

OLD BUSINESS

Senior Center Grant Application

Lisa gave an update on the Senior Center Grant Application. (Please see handout for full details).

At the last meeting, Lisa reviewed the Senior Center Grant Proposal and scoring guide. The group asked Lisa to include two questions on the application, which were added to the document provided at today's meeting.

At today's meeting, it was requested to change the wording of two questions on page 3 from "Can your agency contribute any funds to the overall request? If yes, how much can you contribute?". The requested change should read, "How much funding can your agency contribute? If none, why not?" The second change was to identify "What other funding options have been explored."
These modifications put more ownership on the applicant to bring some of their own funds to the project and extend the impact of the available funding. Nicole asked for a motion to approve based on these changes being made to the application.

Motion: With the requested changes made, Gene Breckel made a motion to approve.
Second: Timothy Hawk seconded the motion.
Action: With the requested changes made, it was unanimously agreed to approve the
            Senior Center Grant Application.

NEW BUSINESS

Service Specification Changes

Stephanie reviewed the Overnight Respite Service Specification Changes (please see handout for full details). The objective of overnight respite service is designed to provide family caregiver relief via the Elderly Services Program. The service has been 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.

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

Motion: Bob Baker made a motion to approve the Overnight Respite Service Specification Change.
Second: Don Gephart seconded the motion.
Action: The Overnight Respite Service Specification Change was unanimously approved.

There was some discussion about the facilities in Clinton County that participate in this program.

Action: Stephanie will send a list of the Clinton County facilities who work with COA.

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 is primarily formatting and clarity.

A question was asked about how Consumer Directed Care works. It was explained that a neighbor for example, could be hired by a client to receive services. COA has a contract with Palco, who is responsible for doing background checks and run the payroll to ensure taxes are paid, etc.

Nicole asked for a motion to approve the Consumer Directed Care (CDC) Service Specification Changes.

Motion: Don Gephart made a motion to approve the Consumer Directed Care Service Specification Changes.
Second: Timothy Hawk seconded the motion.
Action: The Consumer Directed Care Service Specification Changes were unanimously approved.

Innovation – Copayments and Contributions Project
Ken Wilson provided an overview about 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. We will roll out pilots in the Spring and come back with recommendations later in 2024.

Levy Planning and Education
Nan Cahall shared that she will be working with the CCESP Advisory Council members, care managers, and providers to build more collaborative relationships, and discuss fund raising a year before the levy rather than trying to raise money at the last minute. This will be a slower, longer process to prepare for the levy.

Don Gephart added that it would be a good idea to provide a generic card that shows what services are offered with COA's phone number that can be handed out to others who may need services. Ken shared that we have some materials that he will bring with him to the next meeting.

2024 Meeting Dates
The 2024 meeting dates were presented which are based on the same schedule as we have been using, to meet on the 3rd Tuesday in March, June, September and December. Ken asked if everyone was fine with these dates and there was some conversation about the possibility of moving it to Thursday.

Action: Ken will review the calendar to determine if the meetings can be moved to Thursdays.

Ken further asked if Stephanie would give a brief update on the HUD funded home modification grant. She shared that we are close to getting started and hope to implement it by the end of December and currently working on securing a contract with occupational therapists. Once we have that and final approval from HUD we will be set to go. Marketing material is being finalized.

Action: Stephanie will send marketing information to Nicole.

HEARING THE PUBLIC

No one from the public was present.

ADJOURNMENT

With no further business to discuss, Nicole adjourned the meeting at 10:22 a.m.

NEXT MEETING

March 19, 2024

Clinton 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 37 clients (from 419 to 456) or 8.83%.

B. Compared to last quarter (Quarter 3, 2023), census decreased by -4 clients (from 460 to 456) or -0.87%.

2. Fast Track Home

A. Average length of stay has increased by 4 days compared to Quarter 3, 2023 (from 45 to 49).

B. New Enrollments increased from Q3, 2023 to Q4, 2023 (from 18 to 23).

C. Total clients who transferred to ESP from FTH decreased by -7 clients from Quarter 3, 2023 (from 16 to 9).

3. Financials

A. Total Levy Revenue: The amount to be drawn down from the levy is $1.72 million through the fourth quarter, as compared to the budgeted amount of $1.84 million. The variance as compared to budget is under by $122,105 or 6.6%

B. Total Expenses: The expenses as of the fourth quarter are $2.12 million as compared to $2.19 million in the budget. The variance as compared to budget is under by $63,683 or 2.9%

C. Purchase Services: The expenses for in home services were higher by $34,449 or 2.1% as compared to budget.

Quarter-End Census by Program

Year	2023			
Quarter	1	2	3	4
ESP	**436**	**448**	**460**	**456**
FTH	**7**	**15**	**9**	**12**
Medicaid Programs	**150**	**150**	**155**	**157**
Passport	15	24	19	21
Assisted Living	1	0	0	1
Molina	58	55	63	59
Aetna	76	71	73	76

Quarter-End Census, New Enrollments, and Disenrollments[1]

Year	2023			
Quarter	1	2	3	4
Quarter-End Census	436	448	460	456
New Enrollments	53	53	51	38
Disenrollments	36	43	36	44

Disenrollment Outcomes

Year	2023			
Quarter	1	2	3	4
Deceased	11	8	9	10
Transferred to PSP/Other Program	4	12	6	8
Moved or No Longer Eligible	1	2	4	1
Need Otherwise Met	11	10	11	15
Client Refused/Declined Services	4	4	2	4
Entered Nursing Facility	5	7	4	6
Total	**36**	**43**	**36**	**44**
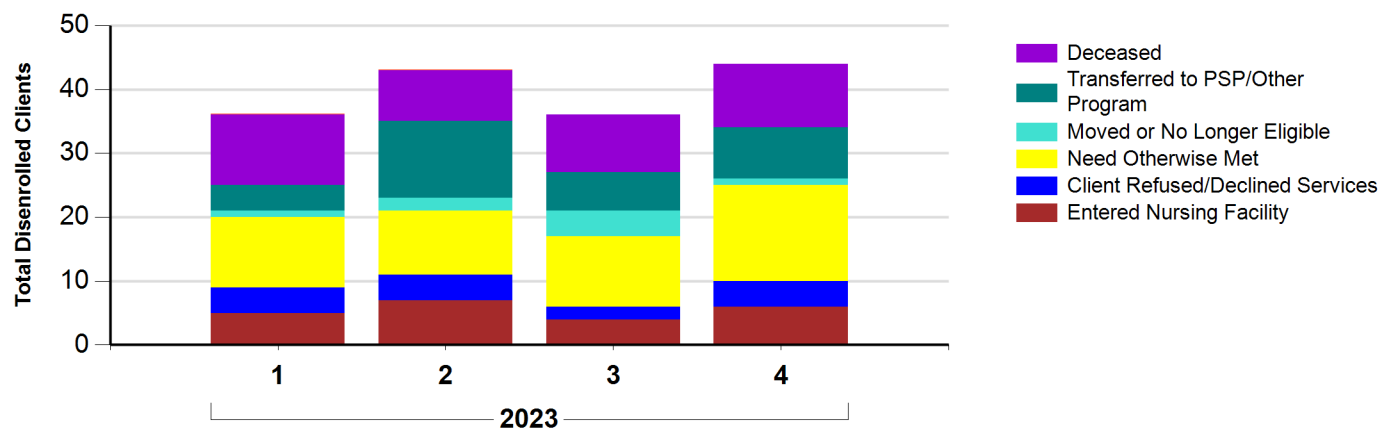
Average Monthly Cost per Client[1]

$364.94 $430.06 $347.20 $344.48
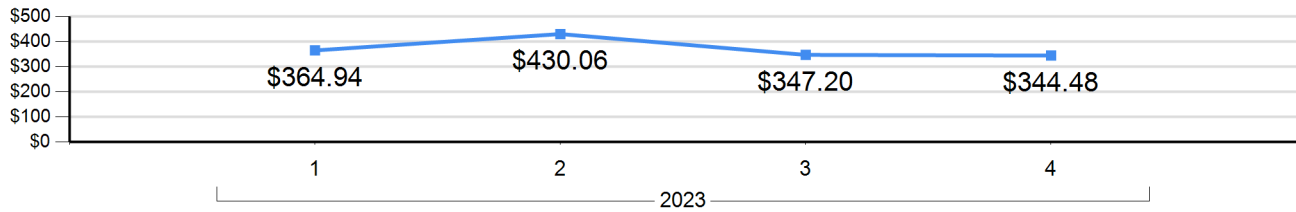
Distinct Clients Served by Service Group[12]

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	20	15	17	18
Electronic Monitoring	254	267	254	260
Home Care Assistance	241	258	248	271
Home Delivered Meals	156	168	181	176
Home Medical Equipment	19	27	21	21
Home Modification	13	22	10	2
Other Services	1	1	4	3
Transportation	9	11	17	7
All Services (Unduplicated)	**429**	**455**	**451**	**462**

Units Billed by Service Group[12]   *Please see the notes page for unit of measure descriptions by service.*

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	2,149	1,726	1,519	1,850
Electronic Monitoring	708	952	787	832
Home Care Assistance	4,004	5,149	4,730	5,130
Home Delivered Meals	9,359	10,940	11,078	11,697
Home Medical Equipment	21	28	21	24
Home Modification	18	34	13	2
Other Services	3	3	7	4
Transportation	84	44	108	39

Dollars Paid by Service Group (Purchased Services)[12]

Year	2023			
Quarter	1	2	3	4
Consumer Directed Care	$34,473	$30,912	$29,140	$34,889
Electronic Monitoring	$17,419	$22,330	$19,559	$20,982
Home Care Assistance	$142,138	$182,863	$168,044	$184,254
Home Delivered Meals	$129,186	$150,880	$152,645	$120,483
Home Medical Equipment	$5,163	$13,680	$11,146	$4,287
Home Modification	$34,827	$43,535	$12,360	$1,055
Other Services	$1,055	$555	$4,470	$2,970
Transportation	$10,728	$3,686	$9,388	$3,214
All Services	**$374,989**	**$448,441**	**$406,752**	**$372,134**

Total Clients Served, New Enrollments, Disenrollments

	2023			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	17	27	18	23
Disenrollments	22	19	24	20
Clients Transferred to ESP	14	7	16	9
	63.64%	36.84%	66.67%	45.00%

Enrollment by Setting

	2023			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	0	3	1	1
Miami Valley Hospital	0	0	1	0
Community	0	1	0	0
Clinton Memorial Hospital	9	8	7	14
The Christ Hospital	1	0	0	0
TriHealth Hospital Network	0	0	1	1
Veterans Admin - VA	0	0	0	1
Other Hospital	0	2	0	1
Skilled Nursing Facilities	6	9	6	5
Not Captured	1	4	2	0
Total	**17**	**27**	**18**	**23**

Average Length of Stay
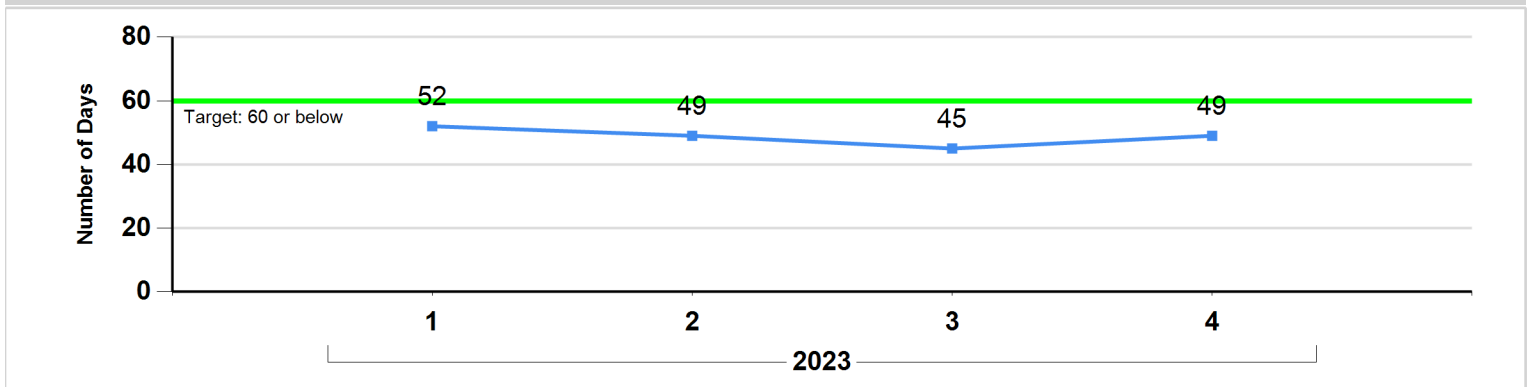
Distinct Clients Served by Service Group

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	8	6	2	7
Home Care Assistance	12	8	3	12
Home Delivered Meals	15	12	13	10
Home Medical Equipment	2	2	3	1
Home Modification	0	0	2	1
Transportation	1	1	2	0
All Services (Unduplicated)	**9**	**23**	**18**	**21**

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	17	14	5	13
Home Care Assistance	110	40	17	104
Home Delivered Meals	438	321	425	179
Home Medical Equipment	4	4	4	3
Home Modification	0	0	2	1
Transportation	2	2	12	0

Dollars Paid by Service Group (Purchased Services)

Year	2023			
Quarter	1	2	3	4
Electronic Monitoring	$495	$338	$125	$238
Home Care Assistance	$3,832	$1,404	$571	$3,656
Home Delivered Meals	$6,097	$4,412	$5,874	$1,982
Home Medical Equipment	$233	$264	$300	$128
Home Modification	$0	$0	$1,085	$785
Transportation	$136	$126	$2,056	$0
All Services	**$10,793**	**$6,544**	**$10,011**	**$6,789**

Average Number of Days from Intake Call to the Enrollment Assessment[1]
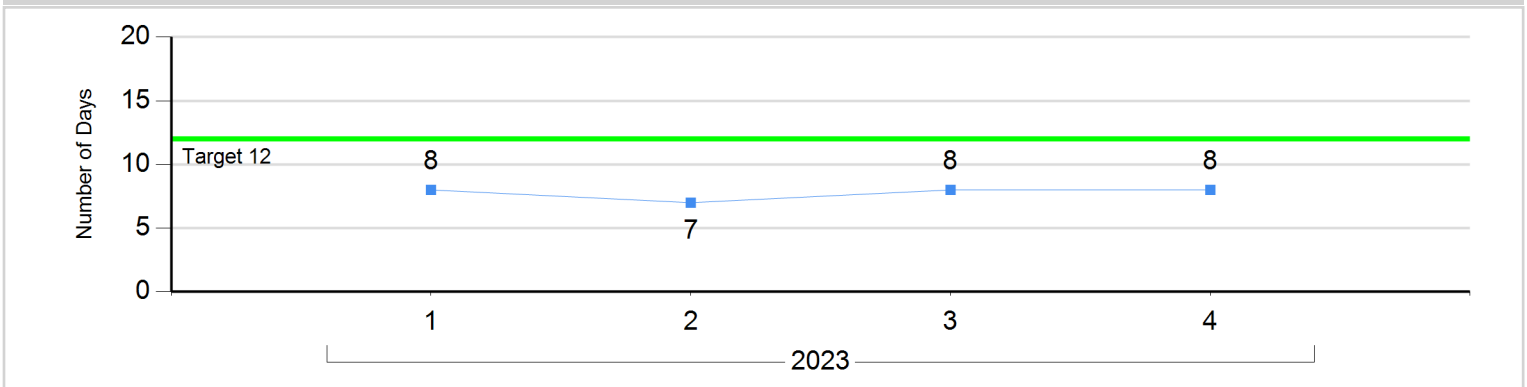
Home Care Provider Network Referrals and Capacity

Year	Quarter	# Clients in Need of HCA & CDC	# Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC
2023	1	274	11	4%	88%	8%
2023	2	293	19	7%	88%	5%
2023	3	258	4	2%	93%	6%
2023	4	275	2	1%	92%	7%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	95.00%	96.37%	96.12%	94.93%
Good Choice of Meals Available	68.00%	82.86%	86.21%	86.49%

Home Care Assistance - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	90.58%	97.56%	92.63%	94.70%
Aide is Dependable	91.67%	98.31%	94.00%	94.23%

Medical Transportation - Client Satisfaction Survey Results

Year	2023			
Quarter	1	2	3	4
Overall Satisfaction	100.00%	100.00%	100.00%	100.00%
Service Returns Client Home Promptly	100.00%	100.00%	100.00%	100.00%

COA
Council on Aging

ESP Cost Savings Analysis

Referrals

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	14	18	7	7
Over The Counter(OTC)	9	0	2	2

Services Awarded

Year	2023	2023	2023	2023
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	5	10	1	4
Medical Transportation	7	8	2	1
Total	12	18	3	5

Annual Cost Savings

Year	2022	2023
Total Cost Savings	$24,199	$43,850

* Information for 2022 OTC is currently unavailable, going forward data will be available for 2023 reporting.

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	$1,721,243	$1,843,347	($122,105)	-6.6%
Federal & State Funding				
Title III B	$38,070	$25,165	$12,905	51.3%
Title III C2 - Home Delivered Meals	156,126	162,027	(5,901)	-3.6%
Title III E - Caregiver Support	10,539	0	10,539	0.0%
Alzheimer's	0	690	(690)	-100.0%
Nutrition Services Incentive Program (NSIP)	73,819	96,632	(22,812)	-23.6%
Senior Community Services (SCS)	0	0	0	0.0%
Other Federal (AARPA)	97,971	13,298	84,673	636.7%
Client Contributions				
Client Donations	84	3	81	2705.0%
Co-Pays Received	26,553	46,927	(20,374)	-43.4%
Total Revenue	**$2,124,405**	**$2,188,088**	**($63,683)**	**-2.9%**
Expenses				
Operating Expenses				
COA Administrative	$134,330	$133,545	($785)	-0.6%
Intake & Assessment	4,794	4,326	(468)	-10.8%
FTH Case Management	51,783	56,549	4,766	8.4%
Case Management	270,089	364,708	94,619	25.9%
Total Operational Expenses	**$460,996**	**$559,128**	**$98,132**	**17.6%**
Purchased Services				
Home Care Assistance	$686,762	$751,854	65,092	8.7%
Consumer Directed Care	$129,415	$143,566	14,151	9.9%
Home Medical Equipment	35,202	25,321	(9,881)	-39.0%
Emergency Response Systems	81,485	87,364	5,878	6.7%
Minor Home Modifications	93,647	67,496	(26,151)	-38.7%
Chore	9,050	13,711	4,661	34.0%
Home Delivered Meals	571,559	451,156	(120,403)	-26.7%
Adult Day Service	0	0	0	0
Adult Day-Transportation	0	0	0	0
Medical Transportation	29,334	38,492	9,159	18.3%
Senior Center Funding	26,956	50,000	23,044	0.0%
Gross Purchased Services	**$1,663,409**	**$1,628,960**	**($34,449)**	**-2.1%**
Gross Program Expenses	**$2,124,405**	**$2,188,088**	**$63,683**	**2.9%**
Client Census	**468** *	**441**	**-27**	**-6.1%**
Cost of Services per Client	**$301.17**	**$305.45**	**$4.28**	**1.4%**

1. Census Trends

A. <u>Quarter-End Census by Program</u> 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. <u>New Enrollments</u> 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. <u>All Other Reasons Not Listed</u> includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Health/Safety, and Unable to Meet Client Need.

　2. <u>Client Non-Compliant</u> includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.

　3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepency due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

A. <u>Average Monthly Cost per Client</u> is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.

B. <u>Clients Served by Service Group</u> 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. <u>Home Care</u> includes homemaking, personal care, companion, and respite services.

D. <u>Other Services</u> includes Environmental Services and Independent Living Assistance (Hamilton only) Adult Day Services and Adult Day Transportation.

E. <u>Dollars Paid by Service Group</u> 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. <u>Clients Enrolled in ESP</u> 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. <u>Community Enrollment</u> 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. <u>Other Services</u> 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.

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.

Home Medical Equipment (HME)

101 Mobility is currently in the pre-certification process to become a new provider of non-permanent ramps for Clinton 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.

Minor Home Modification

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.

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.

Clinton County Grant

The Clinton County Advisory Council has once again requested COA administer their $50,000 grant funding to be awarded to senior centers, or community centers whose services support those 60 and older. The application is currently posted on our website and has been sent to all senior centers within Clinton County. Applications were due at the end of February to allow the Advisory Council members to review at this meeting.

2023 Provider Monitoring Summary Results

ESP 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	10/18/2023	HCA	N/A	N/A	N/A	N/A
All Gone Pest Control	Biennial	5/24/2023	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 compliant. 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.
American Ramp Systems	Biennial	11/14/2023	HME, MHM	N/A	N/A	N/A	N/A
Bayley Adult Day	Annual	9/14/2023	ADS, ADS Transp	N/A	N/A	N/A	N/A
Bernens Medical Pharmacy	Biennial	12/5/2023	HME	N/A	N/A	N/A	N/A

Provider	Frequency	Date	Service	Violation		Corrective Action	
CareStar (terminated ESP 12/31/23)	Annual	8/14/2023	HCA	N/A	N/A	N/A	N/A
Clinton County Community Action (CCCAP)	Annual	9/6/2023	HDM, Transp	Violation late 5-year BCII recheck.	Yes	Provider submitted a corrective action plan which was accepted.	Yes
Custom Home Elevator & Lift. Co	Biennial	8/8/2023	MHM	N/A	N/A	N/A	N/A
First Community Health Services	Annual	1/17/2023	HCA	N/A	N/A	N/A	N/A
Gabriel's Angels	Annual	8/15/2023	HCA	Missing 5-year BCI and Database rechecks.	Yes	Provider submitted the missing BCI and Database rechecks, and a corrective action plan which was accepted.	Yes
Guardian Medical	Biennial	11/29/2023	ERS	N/A	N/A	N/A	N/A
Home First Non-Medical	Biennial	12/5/2023	ENVIR-Chore, HME	N/A	N/A	N/A	N/A
Homecare by Blackstone (Assisted Care by Black Stone)	Annual	3/17/2023	HCA	N/A	N/A	N/A	N/A
Katy's Home Health Care	Annual	8/22/23	HCA	N/A	N/A	N/A	N/A
MedAdapt (Nerswick) Home Services	Biennial	5/24/2023	MHM	N/A	N/A	N/A	N/A
Milt's Termite & Pest Control	Biennial	7/19/2023	ENVIR-Pest	N/A	N/A	N/A	N/A
People Working Cooperatively dba PWC	Biennial	5/9/2023	MHM	N/A	N/A	N/A	N/A

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

2024 Provider Monitoring Schedule

CLINTON COUNTY ESP PROVIDER MONITORING SCHEDULE – 2024 (Please find below the list of Clinton County Providers of ESP Services and the tentative dates for annual review for 2024)		
Clinton County ESP Providers	Review Type	Review Tentative Date
A Best Home Care	Annual	October 2024
All Gone Pest Control	Annual	May 2024
Bayley Adult Day	Annual	September 2024
CareStar (ESP HCA)	Annual	August 2024
Clinton County Community Action (CCCAP)	Annual	September 2024
First Community Health Services	Annual	January 2024
Gabriel's Angels	Annual	August 2024
Heavenly Helpers fka American Maid	Annual	January 2024
Katy's Home Health Care	Annual	August 2024
Ken Bryan Construction, Inc	Biennial	April 2024
Meda-Care Transportation	Biennial	July 2024
Tri-State Maintenance	Biennial	June 2024
WCCS Inc	Annual	March 2024

2024 Draft Request for Proposal (RFP) Schedule

COA has intent to issue the following RFP during 2024:

- Electronic Monitoring Systems – tentatively proposed to be published at the beginning of Quarter Two. The service specification has been updated with no material program changes being considered. The proposed service specification will be presented for approval during the 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 5 (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

COA launches no-cost home modification program

Program to help low income older adults

Submitted article

WILMINGTON – This week, Council on Aging (COA) began accepting applications for its Clinton County Older Adults Home Modification Program, which aims to reduce older adults' risk of falling, improve general safety, increase accessibility and improve functional abilities in the home.

COA is administering the program, which is funded by a $1.25 million grant through the U.S. Department of Housing and Urban Development's (HUD) Older Adults Home Modification Program. COA was one of 14 national grant recipients.

"We determined when applying for the grant that Clinton County would be our target area, where we could really make a difference in helping older adults to remain in their homes as long as possible," said COA CEO Suzanne Burke.

Statistics show that 41% of homes in the county are owned and occupied by an individual who meets the program's age and income requirements. In addition, approximately 50% of the homes in the county were built prior to 1980 and can be expected to need repairs. Also, the county's Elderly Services Program, which is funded by the senior services levy, is not able to meet the need for home repairs and safety modifications.

"Home repairs and modifications can be expensive," Burke said. "We're fortunate to have the Elderly Services Program in Clinton County, but it only scratches the surface in terms of meeting this particular need. This program provides a dedicated stream of funding for home repairs and modifications, saving money for the county and its taxpayers, and ultimately helping us serve many more Clinton County older adults."

Enhancements provided through the program may include grab bars, hand/safety rails and adaptive equipment. A licensed occupational therapist will meet with applicants in their homes to assess their needs and recommend specific modifications or minor repairs that will be most beneficial to maintaining their independence.

Program qualifications

To qualify for the program, an individual must:

• Be 62 years of age or older

• Own a home in Clinton County

• Reside in the home

• Have an annual household income of $44,000 or less for a household of one or $50,250 or less for a household of two (80% of the area median household income)

How to apply

Individuals who meet the program qualifications and would like to apply to participate should do one of the following to be screened for eligibility:

• Complete the online application located at www.help4seniors.org/cchomemods, OR

• Call Council on Aging at (937) 584-7200 and select Option 2 from the menu

The program is expected to serve at least 160 individuals over a two-year period. In 2022, 600 Clinton County older adults were enrolled in the county's Elderly Services Program, 60 of whom received minor home repairs and modifications at a cost to the levy of nearly $98,000.

About Council on Aging

Council on Aging of Southwestern Ohio (COA) is a nonprofit organization dedicated to enhancing quality of life for older adults, people with disabilities, their families and caregivers. COA promotes choice, independence, dignity and well-being through a range of services that help people remain independent for as long as possible.

COA is a state-designated Area Agency on Aging serving Butler, Clermont, Clinton, Hamilton and Warren counties. One call to COA links people to the wide variety of agencies, information and programs that serve older adults and people with disabilities.

Clinton County

PQR

Provider Quality Report

Quarter 4, 2023

Provider Quality Report: Table of Contents

Provider Quality Report: Introduction
Clinton 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 January-March).

- 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 section of the report was reorganized by grouping all Home Care Assistance related service pages together

- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.

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 (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

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

Provider Quality Report: Provider Activity

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Care Star Inc.	Home Care Assistance	12/31/2023
Clinton County Adult Day Center, Inc.	Adult Day Care	3/1/2022
Clinton County Community Action Program	Homemaking	11/30/2022

Provider	Service Delivered - New	Effective
American Maid DBA Heavenly Helpers	Home Care Assistance	1/1/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Care Star Inc.	Home Care Assistance	1/1/2023
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
Tri-State Maintenance	HME	2/17/2023

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023

Provider Quality Report: Service Metrics
Clinton County ESP

Consumer Directed Care

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Acumen Fiscal Agent	1,889	1,752	0	0	0	0	0	0	**3,642**
Palco, Inc.	0	0	2,438	1,545	2,149	1,726	1,519	1,850	**11,226**
Total Billable Units	**1,889**	**1,752**	**2,438**	**1,545**	**2,149**	**1,726**	**1,519**	**1,850**	**14,867**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Acumen Fiscal Agent	100.00%	100.00%	0	0	0	0	0	0
Palco, Inc.	0	0	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

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	14	17	0	0	0	0	0	0	**16**
Palco, Inc.	0	0	16	14	20	14	12	18	**16**
Total Distinct Clients Served	**14**	**17**	**16**	**14**	**20**	**14**	**12**	**18**	**16**

Provider Quality Report: Service Metrics
Clinton County ESP

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
Assisted Care by Black Stone of CIN	0	0	0	0	192	154	143	0	489
CareStar Inc.	0	0	0	0	31	43	2	0	76
First Community Health Services, LLC	0	0	0	0	26	26	26	24	102
Gabriel's Angels Homecare, LLC	0	0	0	0	1368	2,259	2,025	2,086	7,737
Heavenly Helpers	0	0	0	0	393	604	835	763	2,596
Katy's Home Health Care LLC	0	0	0	0	1995	2,063	1,699	2,257	8,014
Total Billable Units	**0**	**0**	**0**	**0**	**4,005**	**5,149**	**4,730**	**5,130**	**18,989**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	0	0	0	0	4.79%	2.99%	3.02%	0
CareStar Inc.	0	0	0	0	0.77%	0.84%	0.04%	0
First Community Health Services, LLC	0	0	0	0	0.65%	0.51%	0.55%	0.47%
Gabriel's Angels Homecare, LLC	0	0	0	0	34.16%	43.87%	42.81%	40.66%
Heavenly Helpers	0	0	0	0	9.81%	11.73%	17.66%	14.88%
Katy's Home Health Care LLC	0	0	0	0	49.81%	40.07%	35.92%	43.99%
Total Market Share	**0**	**0**	**0**	**0**	**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
Assisted Care by Black Stone of CIN	0	0	0	0	4	3	2	0	4
CareStar Inc.	0	0	0	0	6	7	1	0	5
First Community Health Services, LLC	0	0	0	0	1	1	1	1	1
Gabriel's Angels Homecare, LLC	0	0	0	0	111	121	119	120	116
Heavenly Helpers	0	0	0	0	40	39	50	47	44
Katy's Home Health Care LLC	0	0	0	0	104	92	92	111	98
Total Distinct Clients Served	**0**	**0**	**0**	**0**	**266**	**263**	**265**	**279**	**45**

Provider Quality Report: Service Metrics
Clinton County ESP

Homemaking

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Assisted Care by Black Stone of CIN	250	316	292	154	0	0	0	0	1,011
Clinton County Community Action Program	2,075	1,939	1,828	786	0	0	0	0	6,628
First Community Health Services, LLC	96	82	32	20	0	0	0	0	230
Gabriel's Angels Homecare, LLC	865	1,116	1,358	1,493	0	0	0	0	4,845
Katy's Home Health Care LLC	684	885	1,083	1,353	0	0	0	0	4,009
Total Billable Units	**3,970**	**4,338**	**4,593**	**3,805**	**0**	**0**	**0**	**0**	**16,722**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	6.29%	7.28%	6.35%	4.03%	0	0	0	0
Clinton County Community Action Program	52.27%	44.70%	39.81%	20.65%	0	0	0	0
First Community Health Services, LLC	2.42%	1.89%	0.70%	0.53%	0	0	0	0
Gabriel's Angels Homecare, LLC	21.79%	25.72%	29.56%	39.23%	0	0	0	0
Katy's Home Health Care LLC	17.23%	20.41%	23.59%	35.56%	0	0	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**0**	**0**	**0**	**0**

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
Assisted Care by Black Stone of CIN	9	9	9	3	0	0	0	0	8
Clinton County Community Action Program	133	123	105	83	0	0	0	0	111
First Community Health Services, LLC	3	2	2	1	0	0	0	0	2
Gabriel's Angels Homecare, LLC	52	67	79	112	0	0	0	0	78
Katy's Home Health Care LLC	43	52	59	80	0	0	0	0	59
Total Distinct Clients Served	**240**	**253**	**254**	**279**	**0**	**0**	**0**	**0**	**52**

Provider Quality Report: Service Metrics
Clinton County ESP

Personal Care

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Assisted Care by Black Stone of CIN	19	38	34	20	0	0	0	0	111
Katy's Home Health Care LLC	501	369	428	370	0	0	0	0	1667
Total Billable Units	**520**	**407**	**462**	**389**	**0**	**0**	**0**	**0**	**1778**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	3.66%	9.34%	7.31%	5.07%	0	0	0	0
Katy's Home Health Care LLC	96.34%	90.66%	92.69%	94.93%	0	0	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**0**	**0**	**0**	**0**

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
Assisted Care by Black Stone of CIN	1	3	3	2	0	0	0	0	1
Katy's Home Health Care LLC	28	20	23	19	0	0	0	0	17
Total Distinct Clients Served	**29**	**23**	**26**	**21**	**0**	**0**	**0**	**0**	**8**

Provider Quality Report: Service Metrics
Clinton County ESP

Respite

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Assisted Care by Black Stone of CIN	0	10	6	0	0	0	0	0	15
Katy's Home Health Care LLC	52	92	75	11	0	0	0	0	230
Total Billable Units	**52**	**102**	**81**	**11**	**0**	**0**	**0**	**0**	**245**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	0	9.36%	7.12%	0	0	0	0	0
Katy's Home Health Care LLC	100.00%	90.64%	92.88%	100.00%	0	0	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**0**	**0**	**0**	**0**

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
Assisted Care by Black Stone of CIN	0	1	1	0	0	0	0	0	1
Katy's Home Health Care LLC	3	3	3	1	0	0	0	0	3
Total Distinct Clients Served	**3**	**4**	**4**	**1**	**0**	**0**	**0**	**0**	**2**

Provider Quality Report: Service Metrics
Clinton County ESP

Electronic Monitoring System

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	823	802	831	824	708	952	787	832	6,558
Total Billable Units	823	802	831	824	708	952	787	832	6,558

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 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

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	267	256	260	267	254	267	254	260	261
Total Distinct Clients Served	267	256	260	267	254	267	254	260	261

Provider Quality Report: Service Metrics
Clinton County ESP

Home Delivered Meals

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Clinton County Community Action Program	6,290	8,118	8,442	8,623	9,359	10,940	11,078	10,486	73,336
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	1,211	1,211
Total Billable Units	**6,290**	**8,118**	**8,442**	**8,623**	**9,359**	**10,940**	**11,078**	**11,697**	**74,547**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	89.65%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	10.35%
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
Clinton County Community Action Program	107	133	140	147	156	168	181	154	148
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	31	31
Total Distinct Clients Served	**107**	**133**	**140**	**147**	**156**	**168**	**181**	**185**	**135**

Provider Quality Report: Service Metrics
Clinton 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
Bernens Medical	10	13	10	17	16	19	7	19	111
Home First	2	1	4	2	1	6	9	4	29
Mullaney's Pharmacy & Home Health Care	4	5	6	6	3	2	5	0	31
Stateline Medical Equipment	0	0	0	0	0	1	0	0	1
Total Billable Units	**16**	**19**	**20**	**25**	**20**	**28**	**21**	**23**	**172**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Bernens Medical	62.50%	68.42%	50.00%	68.00%	80.00%	67.86%	33.33%	82.61%
Home First	12.50%	5.26%	20.00%	8.00%	5.00%	21.43%	42.86%	17.39%
Mullaney's Pharmacy & Home Health Care	25.00%	26.32%	30.00%	24.00%	15.00%	7.14%	23.81%	0
Stateline Medical Equipment	0	0	0	0	0	3.57%	0	0
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Bernens Medical	9	11	10	15	13	18	7	18	13
Home First	2	1	4	2	1	6	9	4	4
Mullaney's Pharmacy & Home Health Care	4	5	6	6	3	2	4	0	4
Stateline Medical Equipment	0	0	0	0	0	1	0	0	1
Total Distinct Clients Served	**15**	**17**	**20**	**23**	**17**	**27**	**20**	**22**	**7**

Provider Quality Report: Service Metrics
Clinton 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	0	0	0	1	1	0	0	2
Home First	7	12	13	17	12	27	12	1	101
Stateline Medical Equipment	0	2	1	1	0	1	0	0	5
Tri-State Maintenance	3	2	3	3	5	5	1	1	23
Total Billable Units	**10**	**16**	**17**	**21**	**18**	**34**	**13**	**2**	**131**

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	0	0	0	5.56%	2.94%	0	0
Home First	70.00%	75.00%	76.47%	80.95%	66.67%	79.41%	92.31%	50.00%
Stateline Medical Equipment	0	12.50%	5.88%	4.76%	0	2.94%	0	0
Tri-State Maintenance	30.00%	12.50%	17.65%	14.29%	27.78%	14.71%	7.69%	50.00%
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	0	0	0	1	1	0	0	1
Home First	6	12	11	15	8	17	9	1	10
Stateline Medical Equipment	0	2	1	1	0	1	0	0	1
Tri-State Maintenance	3	2	3	3	4	3	1	1	3
Total Distinct Clients Served	**9**	**16**	**15**	**19**	**13**	**22**	**10**	**2**	**5**

Provider Quality Report: Service Metrics
Clinton County ESP

Major Housecleaning

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Home First	0	2	0	0	0	0	1	1	4
Total Billable Units	**0**	**2**	**0**	**0**	**0**	**0**	**1**	**1**	**4**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	
Home First	0	100.00%	0	0	0	0	100.00%	100.00%	
Total Market Share	**0**	**100.00%**	**0**	**0**	**0**	**0**	**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
Home First	0	2	0	0	0	0	1	1	1
Total Distinct Clients Served	**0**	**2**	**0**	**0**	**0**	**0**	**1**	**1**	**1**

Provider Quality Report: Service Metrics
Clinton County ESP

Pest Control

Billable Units

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	0	0	0	3	3	1	0	7
Milt's Termite & Pest Control	1	4	3	0	0	0	5	3	16
Total Billable Units	**1**	**4**	**3**	**0**	**3**	**3**	**6**	**3**	**23**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
All Gone Termite & Pest Control, Inc.	0	0	0	0	100.00%	100.00%	16.67%	0
Milt's Termite & Pest Control	100.00%	100.00%	100.00%	0	0	0	83.33%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**0**	**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
All Gone Termite & Pest Control, Inc.	0	0	0	0	1	1	1	0	1
Milt's Termite & Pest Control	1	2	2	0	0	0	2	2	2
Total Distinct Clients Served	**1**	**2**	**2**	**0**	**1**	**1**	**3**	**2**	**2**

Provider Quality Report: Service Metrics
Clinton 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
Clinton County Community Action Program	45	8	12	10	18	26	46	17	182
Meda-Care Transportation, Inc.	0	2	2	4	0	4	20	0	32
Valley Transport LLC	60	87	85	111	54	4	13	4	418
Warren County Community Service	6	0	0	10	12	10	29	18	85
Total Billable Units	**111**	**97**	**99**	**135**	**84**	**44**	**108**	**39**	**717**

Market Share

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	40.54%	8.25%	12.12%	7.41%	21.43%	59.09%	42.59%	43.59%
Meda-Care Transportation, Inc.	0	2.06%	2.02%	2.96%	0	9.09%	18.52%	0
Valley Transport LLC	54.05%	89.69%	85.86%	82.22%	64.29%	9.09%	12.04%	10.26%
Warren County Community Service	5.41%	0	0	7.41%	14.29%	22.73%	26.85%	46.15%
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
Clinton County Community Action Program	3	3	1	2	4	5	6	4	4
Meda-Care Transportation, Inc.	0	1	1	2	0	2	2	0	2
Valley Transport LLC	8	5	6	4	4	2	7	1	5
Warren County Community Service	1	0	0	1	2	2	6	3	3
Total Distinct Clients Served	**12**	**9**	**8**	**9**	**10**	**11**	**21**	**8**	**3**

Clinton County ESP SASI Counts

Home Care Assistance

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	7	2	1	2	1	2	0	0
CareStar Inc.	0	0	0	0	0	0	1	0
Clinton County Community Action Program	30	33	22	12	0	0	0	0
First Community Health Services, LLC	0	1	0	1	0	0	0	0
Gabriel's Angels Homecare, LLC	7	16	17	22	28	25	22	28
Heavenly Helpers	0	0	0	0	1	7	9	6
Katy's Home Health Care LLC	19	20	12	20	18	25	18	18

Home Delivered Meals

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	21	24	21	29	25	35	29	37

Medical Transportation

Provider Name	2022 Q1	Q	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	3	0	2	0	1	1	2	0
Valley Transport LLC	1	0	1	0	0	0	0	0
Warren County Community Service	0	0	0	1	0	0	1	1

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	92.9%	100.0%	100.0%	50.0%	80.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	40.0%	No Data
Clinton County Community Action Program	98.9%	99.1%	97.2%	98.3%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	90.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	98.6%	96.0%	85.2%	94.4%	91.5%	97.5%	96.3%	94.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	50.0%	100.0%	90.0%	100.0%
Katy's Home Health Care LLC	92.1%	93.0%	98.3%	95.0%	92.2%	96.7%	92.5%	92.7%

Are the people at [HCA Service Provider] responsive?
Historical Average: 90.2%
½ Historical Standard Deviation: 5.4%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	92.9%	88.2%	95.5%	92.3%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	95.0%	100.0%	100.0%	100.0%	95.8%	94.1%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?
Historical Average: 88.4%
½ Historical Standard Deviation: 6.7%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	96.4%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.3%	81.8%	100.0%	95.8%	100.0%	100.0%	96.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	78.9%	95.0%	100.0%	95.0%	88.9%	95.7%	88.9%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?
Historical Average: 84.2%
½ Historical Standard Deviation: 6.9%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.2%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.8%	82.4%	90.9%	85.7%	96.0%	90.9%	85.7%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	66.7%	100.0%
Katy's Home Health Care LLC	63.2%	70.0%	83.3%	95.0%	94.4%	88.0%	76.5%	72.2%

Do you like the way your aide treats you?
Historical Average: 97.0%
½ Historical Standard Deviation: 2.7%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	95.5%	100.0%	96.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	100.0%	85.0%	100.0%	95.0%	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 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	94.1%	95.5%	100.0%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	94.4%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%
½ Historical Standard Deviation: 3.5%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	96.7%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	82.4%	95.5%	88.9%	100.0%	90.9%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	84.2%	90.0%	100.0%	85.0%	83.3%	96.0%	94.4%	88.9%

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

Historical Average: 95.7%
½ Historical Standard Deviation: 3.0%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	85.7%	93.8%	100.0%	90.9%	92.9%	96.0%	90.9%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	88.9%	94.4%

If your aide is not available, are you offered another aide?

Historical Average: 90.3%
½ Historical Standard Deviation: 6.0%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	57.1%	100.0%	100.0%	50.0%	No Data	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.8%	90.6%	90.0%	83.3%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	92.3%	47.1%	85.0%	81.0%	87.0%	95.0%	91.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	77.8%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	93.8%	94.1%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?
Historical Average: 89.6%
½ Historical Standard Deviation: 6.4%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	87.5%	100.0%	92.9%	100.0%	95.5%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	94.7%	100.0%	100.0%	95.0%	94.4%	96.0%	100.0%	88.9%

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
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	No Data	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.8%	88.2%	95.5%	85.7%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	100.0%	95.0%	100.0%	90.0%	83.3%	96.0%	94.4%	88.9%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	89.5%	97.9%	94.5%	93.5%	95.0%	96.4%	96.1%	94.9%

Are the people at [HDM Service Provider] responsive?
Historical Average: 98.5%
½ Historical Standard Deviation: 1.4%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?
Historical Average: 94.6%
½ Historical Standard Deviation: 2.1%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	76.2%	100.0%	81.0%	79.3%	92.0%	91.4%	89.7%	83.8%

Can you depend on your meals driver?
Historical Average: 99.4%
½ Historical Standard Deviation: 0.6%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	96.6%	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%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	93.8%	100.0%	94.1%	100.0%	100.0%	96.7%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%
½ Historical Standard Deviation: 0.8%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	95.2%	100.0%	95.0%	100.0%	100.0%	100.0%	96.6%	97.3%

Do you have a good choice of meals?

Historical Average: 93.6%
½ Historical Standard Deviation: 2.8%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	60.0%	83.3%	85.7%	79.3%	68.0%	82.9%	86.2%	86.5%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%
½ Historical Standard Deviation: 1.8%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	95.2%	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%

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

Historical Average: 97.1%
½ Historical Standard Deviation: 1.6%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	95.2%	100.0%	100.0%	96.6%	100.0%	100.0%	96.6%	94.6%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.0%	No Data	77.5%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

Can you depend on your transportation service?

Historical Average: 96.1%
½ Historical Standard Deviation: 2.3%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

Do you feel safe and secure during your ride?

Historical Average: 98.6%
½ Historical Standard Deviation: 1.4%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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%

Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]
Clinton County ESP

Medical Transportation SASI Scores

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

Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	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
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	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
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1% ½ Historical Standard Deviation: 4.5%	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

Is the ride a pleasant experience?

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
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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

Historical Average: 96.8% ½ Historical Standard Deviation: 2.4%	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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

Appendix A: Methodology for SASI Analysis
Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question 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 [(Total Yes)/(Total Yes+Total No)] was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.

3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. [(STDDEV)/2].

4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.

5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.

6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.

7. Color coding was first applied to the Quarter 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

Clinton County Grant Applications Summary
March 8, 2024

1. Applicants:
   a. New Vienna Community Center
      i. The New Vienna Community Center serves the citizens of New Vienna and the surrounding communities and offers a variety of events to promote fellowship and outreach. Their mission is to provide comfort and aid to those in need and to promote/enhance their community as whole. This is done through outreach events such as a monthly community luncheon, monthly craft night, and support to those in need of clothing, ADA oriented supplies, such as hospital beds, walkers, and canes. They fund, organize, and sponsor many community events such as parades, holiday events and celebrations. They have no paid employees and have a volunteer board.

   b. Clinton County Community Action Program
      i. The CCCAP has operated a senior center in Clinton County for over 40 years. They have over four hundred members and provide activities and socialization programs daily. Older adults can stay the entire day, as the center operates a kitchen to provide meals to the older adults.

2. Summary of Requests:
   a. New Vienna Community Center is requesting updates to the building:
      i. Bid One Total: $49,600.00
         1. Two tone still siding for the entire building.
            a. South side and back of building: $13,200.00
            b. Noth side and front of building: $17,800.00
         2. Installation of purchased three windows, two doors, and a dividing wall to create an equipment room and ADA storage room, with drop ceiling and LED lighting: $18,600.00
            a. Total request: $49,600
      ii. Bid Two Total: $47,700.00. This bid did not itemize the various requested items.
   b. Clinton County Community Action Program is requesting flooring in the main activity/dinning and high traffic areas.
      i. Bid One Total: $21,168.00
      ii. Bid Two Total: $23,316.00
      iii. Bid Three Total: $26,867.89

Please include the following information when submitting the attached application for the Clinton County Senior Services Grant. All completed documents should be submitted to **Provider_Services@help4seniors.org.**

Explain the proposed purchase or project:

- Provide a brief explanation of your agency's experience and commitment to the aging population.
- Why is the project or request needed?
- How will the project or request benefit Clinton County residents 60+?
- How will this project or request help to grow your services to Clinton County Residents 60+?
- Provide the estimated number of Clinton County residents 60+ who will benefit from this project or request.
- Explain how this project or request benefits those not currently engaged in service due to access barriers.
- How long has this need gone unaddressed?

Proposed project budget breakdown

- Provide as much detail as possible, as insufficient details may be reason to deny the request.
    - Provide an explanation of what other funding options have been explored.
    - Provide an explanation of how much funding your agency can contribute to the overall project expense.
        - If your agency cannot contribute to the overall project expenditures, provide an explanation as to why not.
- Attach a minimum of two quotes to the application for any equipment or services that would be purchased with this funding.

Budget narrative:

- Provide a breakdown of expenses.

Service Quotes:

- Attach two service quotes for any equipment or services requested to be funded.

Applications are due by March 1, 2024.

Please direct any questions or concerns to **Provider_Services@help4seniors.org.**

Clinton County Senior Services Grant Application:

Non-Profit Agency Name	New Vienna Planning Committee
Address:	12 West Main St. New Vienna Ohio 45159

Contract Person:	Russell Hatter
Contract Email:	hatter.russell@yahoo.com
Contact Phone Number:	937-509-4836
Explain the Proposed Purchase or Project:	Our proposed building maintenance project will include a two tone steel siding to encompass the entire building. This is needed to seal a deteriorating stucco that is allowing water to seep to interior surfaces. The project will also include the installation of 3 new windows (purchased by the NVPC), two new doors, and a seamless gutter system for the rear of the building. We would also like to include a dividing wall to seal off an an equipment room and ADA storage are from the general public. It would also include a new drop ceiling outside of our new ADA bathrooms with new, energy efficient, LED lighting.
Proposed Budget Breakdown and Narrative:	The budget for this project be all encompassing to include both interior and exterior repairs and upgrades.
What other funding options have been explored?	To our knowledge, there is no other funding available for a project of this stature.

Provide an explanation of how much funding your agency can contribute to the overall project expense. **If your agency cannot contribute to the overall project expenditures, provide an explanation as to why not.**	We have already purchased the 3 new windows for this project. Due to recent community outreach needs and needed HVAC repairs, no other matching funds are available for this project.

*Attach two service quotes for requested use of funds.

THE NEW VIENNA COMMUNITY
CENTER

STATEMENT OF PURPOSE

The New Vienna Planning Committee (d.b.a. The New Vienna Community Center) is a not for profit (501c3) organization. We are a fully ADA compliant facility that services the citizens of New Vienna and surrounding communities. We offer a variety of events to promote fellowship and outreach to the young and old alike. We are funded entirely by fundraisers, facility rentals (grad parties, weddings, celebrations of life, etc.) and donations but receive no other funding from local or state government. Other than an annual lease for the building ($1 annually from the village of New Vienna) we are totally self-reliant.

One of our scheduled monthly outreach events is a "community luncheon" held the 2nd Tuesday of each month. We provide, at no cost, a healthy well balanced meal that is open to the public. We offer meals "to go" and will deliver to those that are unable to leave their homes. The majority of people that attend are seniors but not limited to that age group. Attendance is usually between 30 and 60 people.

Another monthly activity, again open to the general public at no cost, is our craft night held on the first Thursday. Attendance for this varies according to the popularity of the activity.

Our outreach isn't always scheduled. Those in need are rarely turned away. We offer money, clothing, even ADA oriented supplies (i.e., hospital beds, wheelchairs, walkers, canes, etc.) when available.

Annual events that we fully fund/organize/sponsor are:

- The Memorial Day Parade and Ceremony
- Veterans Day Recognition Dinner
- The Christmas Parade

- Visit with Santa (goodie bags w/ gloves, hats, dental care, etc. handed out to all children).
- Easter Egg Coloring
- Springfest. A celebration/fundraiser that supports our organization and outreach.
- Oktoberfest. A celebration/fundraiser that supports our organization and outreach.

Our mission, simply put, is to provide comfort and aid to those in need, and to promote/enhance our community as a whole. Our board of trustees and committee members are all volunteers. We have no paid employees.

We greatly appreciate your generous offer of support to help us continue our mission and outreach.

Sincerely,

Chuck Morris, President
The New Vienna Planning Committee/The New Vienna Community Center
937-725-9084
hitkrdnk_2000@yahoo.com

12 West Main St.	**Phone:**	937-725-9084
P.O. Box 110	**Email**	Newviennaplanningcommitteeinc @gmail.com
New Vienna, Ohio 45159	**Website:**	https://nvcommunitycenter.com/

Thompson Construction

3039 Wayne Rd
Wilmington, OH 45177
937-725-9876
Tjthompson28@gmail.com

Estimate

ADDRESS

Rusell Hatter
COMMUNTIY CENTER
12 W Main St
New Vienna, OH 45159

ESTIMATE   1986
DATE   08/31/2023

DESCRIPTION	AMOUNT

FRONT,BACK, RIGHT AND LEFT SIDE SIDING

1. REMOVE EXISTING SIDIING TO BLOCK WALLS AND HAUL-AWAY

2. INSTALL NEW TREATED 2X4 PERLINS TAPECON INTO BLOCK WALL AND SCREW TO EXISTING WOOD WALLS IF ANY DAMAGE TO WALLS ONCE TEAR OUT WILL BE EXTRA

3. INSTALL NEW J TRIM IN DESIGNED LOCATIONS

4. INSTALL NEW MOISTURE BARRIER TYVECK AROUND PERIMETER TO SOFFIT HEIGHT

5. INSTALL NEW HIGGINS PERFORMANCE PANEL METAL COLOR OF CHOICE WITH WAYNES COATING COLOF OF CHOICE ON ALL FOUR SIDES

6. PROVIDE 63 LF OF GUTTERS 6 INCH AND 30 LF OF 3X4 DOWNSPOUTS WITH ALL ACCESSORIES

7. INSTALL 3-4 WINDOWS WITH PROVIDED BY OTHERS IN DESIGNED LOCATIONS WRAP WINDOWS

8. INSTALL NEW RACK GUARD ON BOTTOMS AROUND PERIMETER AND NEW CORNERS IN DESIGNED LOCATIONS

9. INSTALL NEW J CHANNEL VINY ON FRONT ARCH DOES NOT INCLUDE METAL ON INSIDE TWO ARCHES

10. CLEAN-UP AND HAUL-AWAY ALL DEBRIS

11.FRONT ENTRANCE ARCH AREA AND TRIM COLOR OF CHOICE

12. FRAME IN NEW DOOR 36 INCH FRONT DOOR AND FRAME ALLOWANCE FOR DOOR AND LOCKSET IS 750.00

13. REMOVE AND REPLACE STEEL DOOR ON SIDE 42 INCHES WITH NEW LOCKSET, CLOSURE AND PANIC BAR TO OPEN FRAME IN NEW WOOD FRAME AROUND DOOR

BUILD WALL 17X10

1. NEW 2X4 STUDS WITH DRYWALL HUNG, TAPED AND FINISHED ON ONE SIDE WITH PLYWOOD ON OTHER SIDE AND INSTALL PROVIDED BY OTHERS WITH LOCKSET

2. PAINT WALLS 3 WALLS IN DESIGNED LOCATIONS

DROP CEILING 31X17

1. INSTALL NEW TRACKING WITH 2X4 GRID WITH 2X4 TILE

2. INSTALL 6 2X4 LED LIGHTS WITH CORDS IN DESIGNED LOCATIONS

labor&materals	47,700.00

Stephen Valentine
General Contractor
(937)725-3092

December 8, 2023

Higgins Performance Panel Series Steel Installation
South Side & Back of Building
New Vienna Community Center

Remove existing vinyl siding from back of building and from small kick out on south side of building. Install 1" x 3" purlins to exterior walls of building at back of building, on south side of building and on walls and roof of small kick out on south side of building using concrete anchors and 3" exterior screws running horizontally and approximately 3' apart. Install Higgins Tempshiel Thermal In sualtion wrap on all walls listed. Adjust pitch of small kick out roof by elevating pitch of roof by 2". Adjust front wall of small kick out by adding an additional doorway at left side of wall. Build 2 hinged swinging doors for the 2 doorways in the small kick out. Install Higgins Performance Panel Series steel siding on both doors and wall and roof of small kick mout. Install 3' Waynescotting at bottom of all walls using Higgins Performance Panel Series steel siding capped off at top of Waynescotting with steel Z trim. Install Higgins Performance Panel Series steel siding on back wall of building and south wall of building. Install steel rat guard at bottom of all walls, steel J channel around all windows and doors, steel inside corners on all inside corners, steel 6" corners on all outer wall corners and outer edges of small kick out roof, steel endwall flash where small kick out roof meets wall of building, and custom bent steel caps at top of walls to close off where wall meets roofing, Install all steel siding and accessories with Higgins 1" & 2" Woodninder screws. Clean up and haul away of all debris is included.

Total Price of Job = $13,200.00

Terms = $6,600.00 due at start of Job, $6,600.00 due upon completion of Job

All proposals are valid for 10 days from date submitted, after that material prices must be re-evaluated
Higgins Performance Panel Series steel siding comes with a Manufacturers 40 year warranty
All Labor is warrantied for 1 year from date of installation
Make all checks payable to Stephen Valentine

Contractor Signature_____

Customer Signature_____

Stephen Valentine
General Conractor
(937)725-3092

December 8, 2023

Higgins Performance Panel Series Steel Installation
North Side & Front of Building
New Vienna Community Center

Remove existing vinyl siding from walls on north side of building. Install 1" x 3" purlins on all walls of north side of building with 3" exterior screws and on front of building with concrete anchors. Install Higgins Tempshield Thermal Insulation wrap on all walls listed. Install 3' Waynescotting at bottom of all walls using Higgins Performance Panel Series steel siding capped off at top of Waynescotting with steel Z trim. Install Higgins Performance Panel Series steel on all walls on north side of building and front wall of building. Install custom made Higgins wavy metal 2' wide on both pilars on front wall and trim out with steel J channel. Install steel rat guard at bottom of all walls, steel J channel around all windows and doors, steel inside corners on all inside corners of walls, steel 6" corners on all outer corners of walls, and custom bent steel caps at top of all walls to close off where wall meets roofing. Install all steel siding and accessories with Higgins 1" & 2" Woodbinder screws. Clean up and haul away of all debris is included.

Total Price of Job = $17,800.00

Terms = $8,900.00 due at start of Job, $8,900.00 due upon completion of Job

All proposals are valid for 10 days from date submitted, after that material prices must be re-evaluated
Higgins Performance Panel Series steel siding comes with a Manufacturers 40 year warranty
All Labor is warrantied for 1 year from date of installation
Make all checks payable to Stephen Valentine

Contractor Signature_____

Customer Signature_____

1

Stephen Valentine
General Contractor
(937)725-3092

December 8, 2023

Interior Project List
New Vienna Community Center

Remove existing entry doors located at back right side of building and front of building. Adjust rough openings as needed to accomodate installation of new doors. Install Plyco steel 20 Series steel entry doors 42" x 80" with panic handles, automatic closers, handicap entry threshold and 4" x 48" window. Adjust all trim around doors as needed.

Close off 1 existing window rough opening by framing in opening, install R- 19 insulation and close off with 7/16" OSB sheeting. Remove 3 existing windows from back wall of building and adjust rough openings to accomodate new windows. Install 3 windows measuring 23" x 71" into rough openings, insulate and seal windows.

Build wall to seperate back room of building into 2 rooms measuring 10' x 17' using 2" x 4" framing. Install 1/2" plywood on 1 sides of wall and 1/2" drywall on other side of wall. Tape and finsih out drywall sides. Paint both sides of wall with 2 coats Valspar interior latex Brite White semi-gloss paint. Paint 2 other walls in room each measuring 10' x 31' with 2 coats Valspar interior latex Brite White semi-gloss paint.

Install drop ceiling in room measuring 17' x 31' in back of building. Install white steel framing with 2' x 4' textured ceiling panels. Install 6 plug in style 4' LED 2900 Lumen shoplights after drop ceiling is installed.

Clean up and haul away of all debris is included.

Total Price of Job = 18,600.00

Terms = $9,300.00 due at start of Job, $9,300.00 due upon completion of Job

All proposals are valid for 10 days from date submitted, after that material prices must be re-evaluated
All Labor is warrantied for 1 year from date of installation
Make all checks payable to Stephen Valentine

Contractor Signature_____

Customer Signature_____

Elderly Services Program

Address:	717 N. Nelson Avenue, Wilmington, OH 45177
Contract Person:	Shane Breckel
Contract Email:	shanebreckel@clintoncap.org
Contact Phone Number:	937-382-7170
Explain the Proposed Purchase or Project:	- CCCAP has operated a senior center in Clinton County for over 40 years. - Due to the age of the flooring in the main activity/dining area and the high volume of traffic from daily socialization activities, the current tile flooring is difficult to maintain. It requires annual stripping/waxing and monthly buffing. Due to lack of staff available to maintain the floors, in addition to the expense of purchasing the needed items, it has become a burden to service them. In addition, the current flooring can be a fall hazard due to inclement weather and/or spillage or even during cleaning due to time required for drying. - Throughout the center, we have installed a durable, lifeproof flooring which is water resistant and made for high traffic areas. By installing this same type of flooring in the main activity/dining area, not only would alleviate the above addressed issues, it would alleviate transitions at the doors leading into the room. **The elimination of the transitions would improve wheelchair access and mitigate trip hazards.** - Over the **past** several months, the center has seen a growth in participation both from **both** seniors and the community. The seniors take pride in the facility because it is their facility. **With anticipated membership growth, the importance of properly maintaining the senior center infrastructure is vital for the prolonged use of the facility.** - We currently have over **400** members and are adding members on a daily basis. Our activities/socialization programs continue to flourish. We estimate 100 new members over the next year. - N/A – this proposal is not due to a barrier but an improvement. **We have not been able to properly maintain the current flooring for** six months due to equipment failure.

Proposed Budget Breakdown and Narrative:	• Labor and Material for installation of 3600 sqft of Walton Oak Lifeproof Flooring • Lowest Bid was from MVP Management of $21,168.00 • Three bids were obtained (See Attached)
What other funding options have been explored?	The center has previously spent in excess of $7,000, utilizing fundraising dollars, installing new flooring in the hallways, restrooms, card room, pool room and offices. In prior years, funds were spent to replace the flooring in the kitchen due to wear and tear. Pre-Covid fundraising dollars were accessible. At the present time, staff continues to rebuild fundraising activities to **pre-Covid** levels.

Provide an explanation of how much funding your agency can contribute to the overall project expense. If your agency cannot contribute to the overall project expenditures, provide an explanation as to why not.	The center currently does not have funding available for additional maintenance improvements/repairs. We continually apply for all local funding available to cover maintenance needs beyond what our budget currently allows. Through staff dedicating their time for fundraising activities, the center has been able to replace all flooring throughout the center except for this area.

*Attach two service quotes for requested use of funds.

Service Quotes

- Quote #1 – EST MVP Management   - $21,168.00
- Quote #2 – Tissot's Home Center   - $23,316.00
- Quote #3 - Superior Flooring   - $26,867.89

EST MVP is the lowest bid and they have completed work for our agency in the past.

 # 1

E S T

MVP MANAGEMENT

MVP MANAGEMENT

Estimate Num		76296
Date		Feb 6, 2024

2869 Ghormley Rd
Greenfield OH, 45123

Chase Knisley
(850) 628-1274
miamivalleymanagement@gmail.com

For Clinton County Community Action
789 N Nelson Ave
Wilmington, OH 45177 United States

DESCRIPTION	QUANTITY	RATE	AMOUNT
* Lobby, and joining Hallway (Labor & Material) ~~Unable to complete~~	1000	$5.92	$5,920.00
* Jane's Office (Labor and Material)	360	$6.08	$2,188.80
* Senior Cafeteria room (Labor and Material)	3600	$5.88	$21,168.00

* Indicates non-taxable item

**Price above reflects the purchase
and installation of 4,844sqft of
Walton Oak Lifeproof Flooring.**

Areas to be installed are
• Lobby area
**•Hallway area off of lobby and
kitchen area**
•Jane's Office
•Large Senior Cafeteria Room

Subtotal	$29,276.80
Tax (8%)	$0.00
TOTAL	**$29,276.80**

TISSOT'S HOME CENTER

206 NORTH ELM STREET – HILLSBORO, OHIO 45133
937-393-4275 – FAX 937-393-8850

tissotshomecenter@sbcglobal.net

January 29, 2024

Clinton County Community Action
%Jane Newkirk

Project: Senior Center
New flooring 20 mil Luxury Vinyl Plank same as other areas
tile, glue, cove base and installation $23,316.00
Does not include moving of furniture and fixtures...
Recommend wax be removed from existing.

Project: Lobby and Hall   — *Unable to Complete*
New flooring 20 mil Luxury Vinyl Plank same as other areas.
Tile, glue, cove base in Lobby and shoestrip in hall. $6828.00
Does not include moving of furniture and fixtures...
Recommend was be removed from existing...

Thank you shopping with us. We appreciate your business and if you have any questions, please let us know.

Tissot's

Superior Flooring
1700 West Main St.
Wilmington, OH 45177 US
937-382-1615
ddayflooring@gmail.com

Estimate

#3

Superior Flooring
Your Total Flooring Store

ADDRESS
Community Action
789 N Nelson
Wilmington OH 45177

SHIP TO
1700 West Main St
Wilmington OH 45177

ESTIMATE #	DATE
2689	06/14/2023

DATE		DESCRIPTION	QTY	RATE	AMOUNT
	Material	Glue Down LVP	4,104	2.99	12,270.96
	Material	LVP Adhesive	7	159.99	1,119.93
	Material	Cove Base	300	1.99	597.00
	Material	Cove Base Adhesive	4	55.00	220.00
		DINING ROOM			
	Labor	Installation of LVP Includes Floor Prep to Existing Waxed VCT	4,070	3.00	12,210.00
	Labor	Installation of Cove Base	300	1.50	450.00

SUBTOTAL	26,867.89
TAX	0.00
TOTAL	**$26,867.89**

Accepted By

Accepted Date

Agency Name:	Score:	Scoring Scale:
		Total Available Points: 50
1. Provide a brief explanation of your agency's experience and commitment to the aging population, including the percentage of those served being 60+.		0-1: No experience with the aging population 2-3: Less than 5 years experience with the aging population and/or less than 50% of their served population is 60+ 4-5: More than 5 years experience with the aging population and/or more than 50% of their served population is 60+
2. Why is the project or request needed?		0-1: Insufficient information provided 2-3: Minimal/adequate information provided 4-5: An abundance of information provided
3. How will the project or request benefit Clinton County residents 60+?		0-1: Little to no benefit 2-3: Some benefit 4-5: Much to great benefit
4. How will this project or request help to grow your services to Clinton County Residents 60+?		0-1: Zero to little growth expected from investment 2-3: Some to moderate growth expected from investment 4-5: Strong to above average growth expected from investment.
5. Provide the estimated number of Clinton County residents 60+ who will benefit from this project or request.		0-1: 0-10 residents 60+ will benefit 2-3: 20-50 residents 60+ will benefit 4-5: More than 50 residents 60+ will benefit
6. Explain how this project or request benefit those not currently engaged in service due to access barriers.		0-1: Insufficient information provided 2-3: Minimal/adequate information provided 4-5: An abundance of information provided
7. Sufficient Budget breakdown provided?		0-1: Insufficient information provided 2-3: Minimal/adequate information provided 4-5: An abundance of information provided
8. Budget Narrative Provided: This should include an explaination of hwat other funding options have been explored and how much funding the requesting agency can contribute. If the agency cannot contribute, this is explained in detail.		0-1: Insufficient information provided 2-3: Minimal/adequate information provided 4-5: An abundance of information provided
9. There are two Quotes attached to the application		0: less than two quotes 5: Two quotes, but need additional information 10: Two quotes, no additional information is needed.
Total points:		

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

ELECTRONIC MONITORING SYSTEMS (EMS)
SERVICE SPECIFICATION
TABLE OF CONTENTS

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.

Council on Aging & CC ESP Annual Impact Report Presentation to Clinton County Communities

To keep the Clinton County communities aware of the positive impact the Elderly Services Program is having in their communities, we will invigorate our community "speaker bureau" to make presentations to local governments and community groups. We anticipate the 2023 Clinton County ESP Impact Report to be completed by May. Please review the initial list of government & community groups and identify a meeting you are willing to attend and present before the end of the year our COA Annual Impact Report and the CC ESP Annual Impact Report. Thanks!

Let us know of other groups we should include.

Local Government /Community Group (population)	Meeting day/time	Location	Contact Name	email	Phone	Cell	CC ESP Advisory Committee Representative
Wilmington/Clinton County Chamber			Dessie Rogers	dbuchanan@wccchamber.com		513-937-2737	
Wilmington City Council (12,700)	1st & 3rd Thursday, 7pm	69 N. South St., Wilmington, OH 45177	Pat Haley				
Village of Blanchester (4,000+) (SW)	2nd & 4th Thursday, 7 pm	318 East Main Street Blanchester, OH 45107					
Village of Sabina (2,500) (NE)	2nd & 4th Thursday. 7p	99 N Howard Street Sabina, OH 45169					
Green Township (2,500) (SE)							
Village of Port William		220 Second Street P.O. Box 17 Port William, OH 45164					
Village of New Vienna							

Clinton County ESP (Senior Services Levy)
Maximum Reimbursement Rates
Rates as of February 1 , 2024

Service	**Cost per Unit**	**Unit**
Adult Day Service - Transportation	N/A	One Way Trip
Adult Day Service - (Intensive)	47.51	Per 1/2 Day
Consumer Directed Care	3.75	Per 15 min
Electronic Monitoring System - (VTC/Camera)	41.00	Per 1/2 Month
Home Delivered Meals (Kosher - Daily)	30.00	Per Meal
Home Medical Equipment (Lift Chair X-Large)	2,495.00	Per Unit
Home Care Assistance	9.08	Per 15 min
Overnight Respite	450.00	Per Day

* Adult Day & ADS Transportation changed effective 10/1/2023
* Home Delivered Meals change is effective 10/1/2023

2024 Sliding Fee Scale Effective 4/1/2024

	1 Person		2 People		3 People		4 People		5 People		6 People	
FPL (100%) >>>	$ 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

Clinton County Elderly Services Program
2024
<u>**CONFLICT OF INTEREST POLICY**</u>

INTRODUCTION

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

DEFINITIONS

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.

2. "Staff" means an employee of an agency that conducts business with the Clinton County Elderly Services Program.

3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than $1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.

4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Clinton County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Clinton County Elderly Services Program or Administrator.

5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

STANDARDS

Clinton County Elderly Services Advisory Council Members shall:

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

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

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

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

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

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

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

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Clinton County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.

2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.

3. Attached is Conflict of Interest reporting form:

   Form I

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

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

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

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

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

_____

_____

_____

_____

_____

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

_____   _____
Date   Signature

                                                            _____
                                                             Printed Name

(*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Clinton County Elderly Services Advisory Council itself;

2. You are a member of Clinton County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;

3. You have a family member on a contract agency's board or staff;

4. You have a family member on the staff of Clinton County Elderly Services Program;

5. You have a personal interest in a matter before Clinton County Elderly Services Program; or

6. You or your family member has a financial interest of $1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Clinton County Elderly Services Program.

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 _____