

AGENDA
WCCES Advisory Council Meeting
 June 10, 2020 at 9:30 am – 11:00 am
 GoTo Meeting

CALL TO ORDER / WELCOME	Chuck Peckham
APPROVAL OF MINUTES ❖ March 4, 2020 Minutes (Action Needed)	Chuck Peckham
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Provider Quality Report- Semiannual ❖ Outreach Report	Ken Wilson & Carl McCullough Randy Quisenberry Paula Smith
OLD BUSINESS ❖ Senior Farmers Market Program Update ❖ Fast Track Home Proposal (Action Needed) <ul style="list-style-type: none"> ○ Home Medical Equipment Service 	Jennifer Lake Ken Wilson
NEW BUSINESS ❖ Coronavirus Impact ❖ Five-Year Levy Projections ❖ 2019 Annual Report	Ken Wilson & Randy Quisenberry Ken Wilson Paula Smith
HEARING THE PUBLIC	Chuck Peckham
ADJOURNMENT	Chuck Peckham

NEXT MEETING

September 9, 2020

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, MARCH 4, 2020 @ 9:30 A.M.

ATTENDANCE

Members Present:

Chris Ellis
Dave Gully
Matt Nolan
Chuck Peckham
Tiffany Zindel

COA Staff:

Polly Doran
Carl McCullough
Randy Quisenberry
Paula Smith
Ken Wilson

Guests:

Lauren Coleman
Aaron Reid
Richard Jones

Excused:

Don Juszczuk
John Lazares

Facilitator:

Chuck Peckham

Scribe:

Ken Wilson

Absent:

CALL TO ORDER

The March 4, 2020 meeting of the WCESP Advisory Council was called to order by Chuck Peckham at 9:30 a.m.

APPROVAL OF MINUTES

Chuck Peckham asked for approval of the minutes from the December 18, 2019 meeting of the WCESP Advisory Council.

Motion: Dave Gully made a motion to approve the minutes as presented.

Second: Chris Ellis seconded the motion.

Action: The minutes were unanimously approved as presented.

REPORTS

Program & Financial Report

Ken reviewed the program and financial report ending December 2019. The program grew by 2 clients from the prior quarter but declined from the prior year.

Chuck Peckham asked why the enrollment and disenrollment numbers don't add up. Ken explained that they don't net out because of duplicate enrollments and disenrollments over the three month period.

Matt Nolan asked about the changes in timeliness and the background check process with consumer directed care. Ken explained how the volume for the service is low, and that there are some quality problems with new enrollments that is being investigated. Ken also explained that the background checks are conducted by Accumen per Ohio requirements.

Carl reviewed the quarterly financial report for 2019. The revenue needed from the levy was 7.4% under budget. There was discussion about \$6.3 Million needed does not reflect how much is collected which is reported in the five year projections, and that the levy is running a surplus currently. The reason the program ran under budget was because the census was 79 clients less than budgeted.

Provider Network Update

Randy shared examples of home care aides who provided excellent services, and seniors who received valentine cards made by schools.

He reviewed the provider network report. Partners in Prime, a home delivered meal provider was on hold for services because of quality problems in their kitchen that have been corrected. Chuck asked about the next step follow up process would be. Randy explained that unannounced kitchen inspections. There was discussion about changes and quality challenges with home care providers including Blackstone and Prime Home Care.

Randy reviewed the Electronic Monitoring Equipment provided by Guardian. There was discussion about the types of equipment and how they are used.

Randy reviewed the draft RFP plan for 2020.

OLD BUSINESS

Atrium Hospital and Fast Track Home

Ken provided an update on the meetings with the Atrium Hospital, Premier Health and TriHealth. Leadership turnover, and a lack of interest in contributing financially has been a barrier to making progress. Tiffany pointed out that the hospitals have a vested interest in reducing the readmission rate. There was discussion about value based payment and penalties not being significant enough to incentive changes with the hospitals.

The committee asked for cost information and how Warren County could leverage existing infrastructure with fast track home. The Advisory Council asked Ken to follow up with a proposal at the next meeting that includes an analysis of financial and program impact.

Home Delivered Meals Star Rating

Ken reviewed the home delivered meal star rating sheets and process that was created in partnership with Scripps Gerontology Center at Miami University. This would be used as a new process for seniors to select their home delivered meal provider based on cost and quality. Matt Nolan asked about number of reviews, and the amount of choice in providers.

NEW BUSINESS

Coronavirus

Ken reviewed a variety of preparations and strategies that COA is taking for a potential Coronavirus outbreak in the region because of concern about risk to the senior population. He discussed preparations for shelf stable meals, PPE, and supply chain disruptions. Dave Gully discussed the loss of quality if in person contact is replaced with telephonic visits.

Maximum Reimbursement Rates

Ken reviewed the maximum reimbursement rate handout for each service. There were no questions.

Updated Sliding Fee Scale

Carl reviewed the updated sliding fee scale for 2020 based on the new poverty guidelines. Dave Gully asked if it was based on income or assets. Carl explained it is based on income minus ongoing medical expenses. There were additional questions about household, and if the amounts were monthly.

Service Improvements

Ken provided updates on Council on Aging's work with the Livewell collaborative to develop innovative solutions to problems including modernizing the consumer directed care option to address the workforce shortage. He also reviewed a new project to review the Elderly Services Program for new opportunities with using technology and new ways of delivering services.

Ken also shared background on the on demand transportation project to be piloted in Hamilton County. The project was funded with a competitive Federal grant.

There was discussion about the growing challenges with workforce shortages and changing expectations.

Conflict of Interest/Confidentiality Policy

Chuck asked for all members to sign the annual conflict of interest and confidentiality policy.

Secretary Nominations

Ken noted that the bi-laws call for a secretary, and that the position is currently vacant. There was discussion about making a bi-laws change or to appoint a secretary. Dave Gully was volunteered to be secretary.

Motion: A motion was made by Matt Nolan to approve Dave Gully as the new Advisory Council secretary.

Second: Tiffany Zindel seconded the motion.

Action: It was unanimously approved to appoint Dave Gully as the new Advisory Council secretary.

ADJOURNMENT

There being no further business, the meeting adjourned at 10:40 a.m.

NEXT MEETING

June 10, 2020



Council on Aging

**Warren County ESP
Program and Financial Report
Quarter 1, 2020 (Jan. - Mar. 2020)**



Warren County ESP

Quarter 1, 2020 (Jan. - Mar. 2020)

EXECUTIVE SUMMARY

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 1, 2019), census has decreased by 69 clients (from 1,831 to 1,762) or -3.77%.
- B. Compared to last Quarter (Quarter 4, 2019), census has decreased by 32 clients (from 1,794 to 1,762) or -1.78%.
- C. Quarter-end census, new enrollments, and disenrollements include clients aged 60 and over who are receiving short-term services as a result of the pandemic.
 - 1. Census includes 3 short-term clients.
 - 2. New enrollments includes 3 short-term clients.
 - 3. No short-term clients disenrolled during Quarter 1, 2020.

2. Performance Trends

- A. Average days from the intake call to the enrollment assessment has been added to this report.
- B. Average days from enrollment to the authorization of services has been added to this report.

The metric is broken down by the following:

 - 1. All Services
 - 2. Consumer Directed Care
 - 3. Electronic Monitoring
 - 4. Home Care Assistance
 - 5. Home Delivered Meals
 - 6. Medical Transportation

3. Financials

- A. Total Revenue: The amount needed to be drawn down from the levy is \$6.7 million through the first quarter, as compared to the budgeted amount of \$7.2 million. The variance is under budget by \$474,777 or 7%.
- B. Total Expenses: The projected expenses incurred through the first quarter is \$7.4 million as compared to \$7.7 million in the budget. The variance is under budget by \$317,330 or 4%.
- C. Purchase Services: The projected expenses were lower by \$190,405 or 3% as compared to budget.
- D. March included \$87,858 in 14-day shelf stable meals to clients. This expense will be offset with Family First Act money.
- E. COVID-19 has increased the need for services provided to seniors and it is expected that this will impact levy projections. The extent of the impact will be clearer as more information about services provided during the pandemic is available.

Quarter-End Census by Program

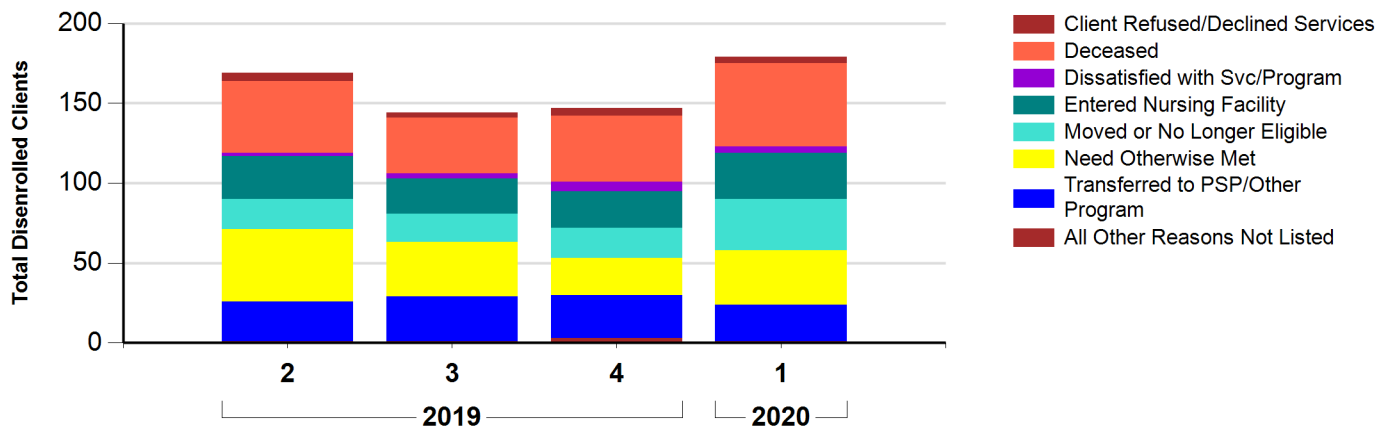
Year	2019			2020
Quarter	2	3	4	1
ESP	1,799	1,792	1,794	1,762
Medicaid Programs	284	289	308	309
Passport	37	36	50	32
Assisted Living	22	19	27	29
Molina	84	89	79	86
Aetna	141	145	152	162

Quarter-End Census, New Enrollments, and Disenrollments

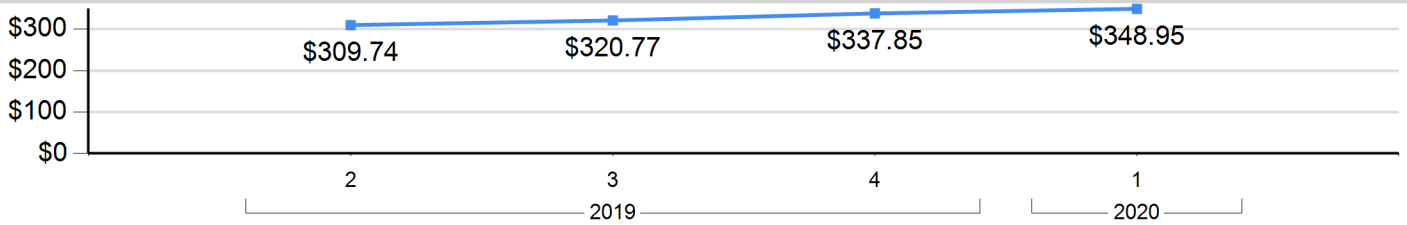
Year	2019			2020
Quarter	2	3	4	1
Quarter-End Census	1,799	1,792	1,794	1,762
New Enrollments	129	134	143	151
Disenrollments	169	144	147	179

Disenrollment Outcomes

Year	2019			2020
Quarter	2	3	4	1
Client Refused/Declined Services	5	3	5	4
Deceased	45	35	41	52
Dissatisfied with Svc/Program	2	3	6	4
Entered Nursing Facility	27	22	23	29
Moved or No Longer Eligible	19	18	19	32
Need Otherwise Met	45	34	23	34
Transferred to PSP/Other Program	25	28	27	23
All Other Reasons Not Listed	1	1	3	1
Total	169	144	147	179



Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	26	42	47	47
Electronic Monitoring	1,169	1,162	1,145	1,144
Home Care	940	930	943	946
Home Delivered Meals	921	911	896	900
Medical Transportation	196	178	178	152
Other Services	99	87	104	89
All Services (Unduplicated)	1,997	1,945	1,952	1,939

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

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	N/A	2,890	3,047	3,326
Electronic Monitoring	3,354	3,376	3,462	3,430
Home Care	23,424	23,315	25,379	25,033
Home Delivered Meals	60,391	60,212	58,862	57,648
Medical Transportation	1,967	1,819	1,525	1,419
Other Services	1,919	3,430	842	717

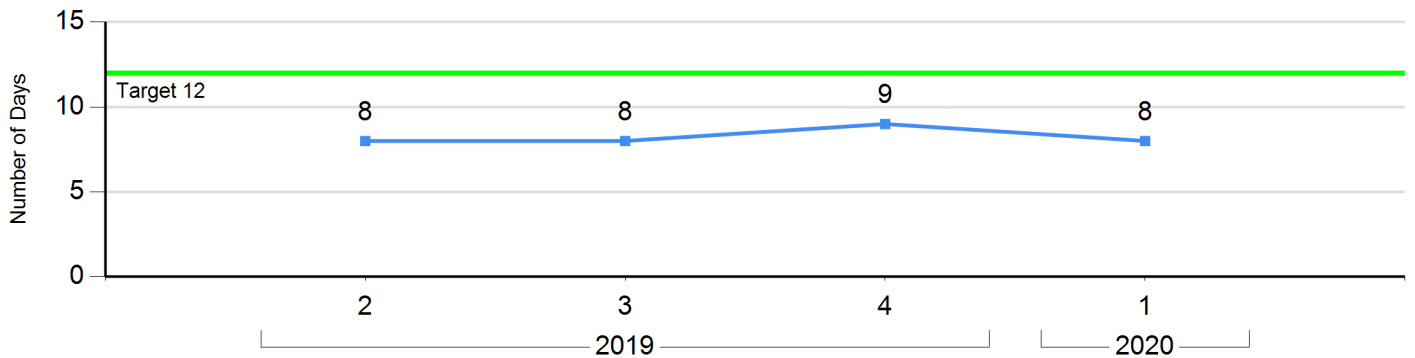
Dollars Paid by Service Group (Purchased Services)¹

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	\$18,143	\$41,202	\$80,865	\$46,813
Electronic Monitoring	\$61,032	\$60,538	\$62,387	\$62,469
Home Care	\$529,716	\$578,619	\$618,136	\$597,009
Home Delivered Meals	\$398,448	\$408,226	\$432,933	\$515,770
Medical Transportation	\$96,644	\$89,897	\$74,428	\$70,810
Other Services	\$86,378	\$73,285	\$71,459	\$74,559
All Services	\$1,190,362	\$1,251,768	\$1,340,207	\$1,367,429

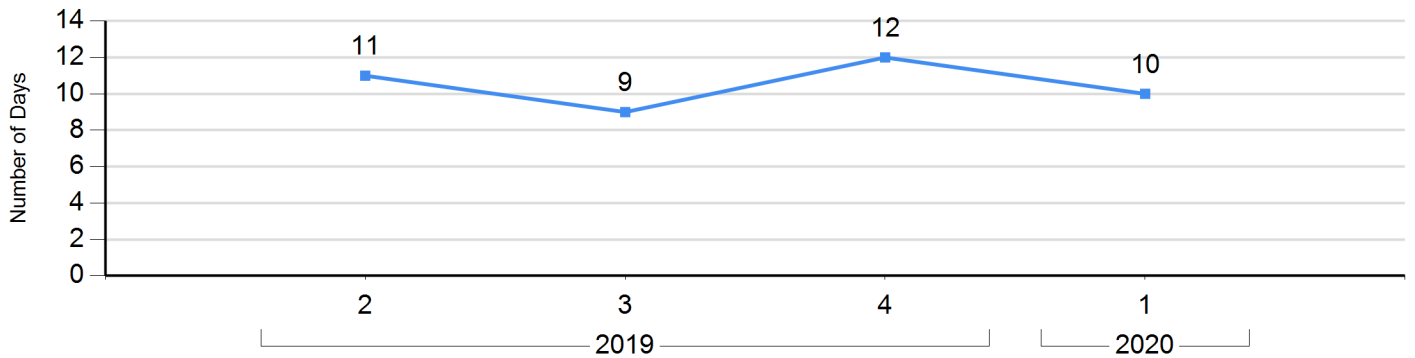
¹ Distinct clients and units billed do not include the 14-day meal box service. That data is represented in dollars paid and average monthly cost per client.

² Any decline in units in Other Services from Q3, 2019 to Q4, 2019 is due to a rate change for Adult Day Transportation resulting from a new RFP.

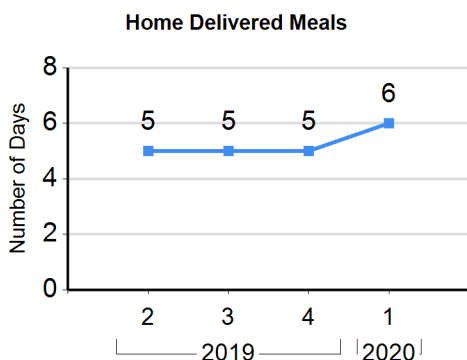
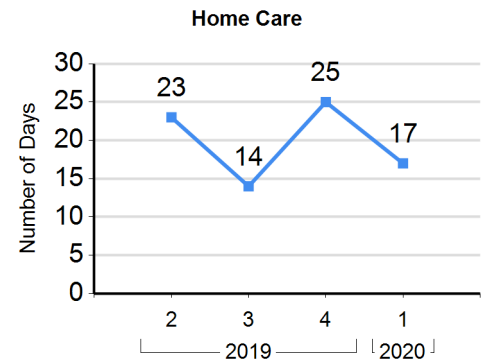
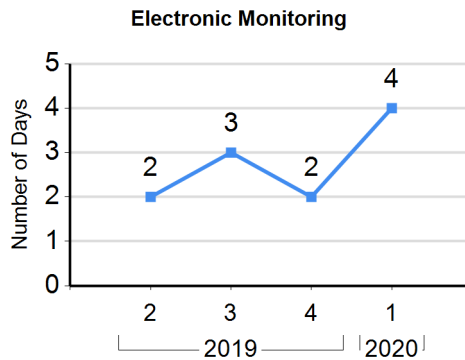
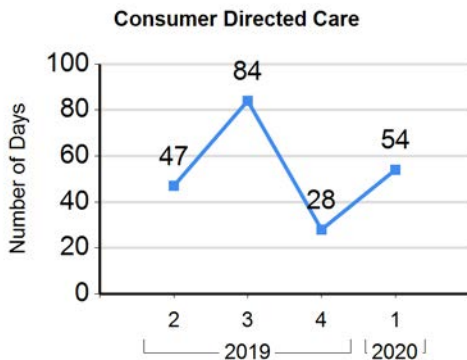
Average Number of Days from Intake Call to the Enrollment Assessment



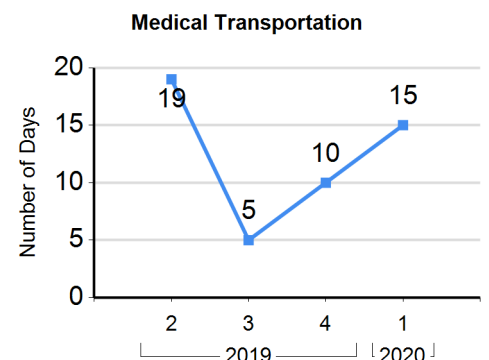
Average Number of Days from Enrollment to Authorization of Services



Average Days from Enrollment to Authorization of a Specific Service



Home Medical Equipment
Not Available in Warren County





Warren County ESP

Quarter 1, 2020 (Jan. - Mar. 2020)

Council on Aging

FINANCIALS: based on actual revenue & expenses as of March 31, 2020¹

	Annual Projected	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$6,685,588	\$7,160,366	(\$474,777)	-6.6%
Federal Funding				
Title III C2 - Home Delivered Meals	\$231,574	\$46,150	\$185,424	401.8%
Title III E - Caregiver Support	\$103,291	\$109,941	-\$6,650	-6.0%
Nutrition Services Incentive Program (NSIP)	\$196,967	\$196,967	\$0	0.0%
State Funding				
Alzheimer's	\$3,062	\$2,927	\$135	4.6%
Senior Community Services	\$31,895	\$36,166	-\$4,271	-11.8%
Interest				
Earned	\$1,033	\$1,103	-\$70	-6.3%
Client Contributions				
Client Donations	\$15,755	\$14,998	\$757	5.0%
Co-Pays Received	\$162,603	\$180,481	-\$17,878	-9.9%
Total Revenue	\$7,431,769	\$7,749,099	(\$317,330)	-4.1%
Expenses				
Operating Expenses				
COA Administrative	\$472,950	\$472,950	\$0	0.0%
Intake & Assessment	71,160	91,311	\$20,151	22.1%
Case Management	1,414,237	1,521,011	\$106,774	7.0%
Total Operational Expenses	\$1,958,347	\$2,085,272	\$126,925	6.1%
Purchased Services				
Home Care Services	\$2,308,848	\$2,619,603	\$310,755	11.9%
Independent Living	\$28,916	\$23,710	-\$5,206	-22.0%
Electronic Monitoring	\$256,565	\$263,014	\$6,449	2.5%
Minor Home Modifications	\$109,414	\$146,883	\$37,469	25.5%
Major Housecleaning	\$8,786	\$5,865	-\$2,921	-49.8%
Pest Control	\$8,110	\$5,414	-\$2,696	-49.8%
Home Delivered Meals	\$2,252,493	\$1,922,182	-\$330,311	-17.2%
Adult Day Service	\$45,203	\$145,626	\$100,423	69.0%
Adult Day Transportation	\$9,448	\$19,672	\$10,224	52.0%
Medical Transportation	\$245,237	\$411,335	\$166,098	40.4%
Consumer Directed Care	\$200,402	\$100,523	-\$99,879	0.0%
Gross Purchased Services	\$5,473,422	\$5,663,827	\$190,405	3.4%
Gross Program Expenses	\$7,431,769	\$7,749,099	\$317,330	4.1%
Client Census	1,946*	1,946	-	
Cost of Services per Client	248.81	239.10	(9.71)	

¹ Budget includes a 5% contingency in the event of changes to client enrollment and program cost assumptions.

* Projected year-end census.

1. Census Trends

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

2. Service Trends

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

3. Performance Trends

- A. Intake Call to the Enrollment Assessment: This metric represents the average number of days from the first time a client calls to inquire about services to when the client has an initial assessment with a Care Manager.
- B. Enrollment to Authorization of Services: This metric represents the average number of days from when a client receives an enrollment assessment to when services are authorized.

4. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
B. Consumer Directed Care - Number of Months
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

7. **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.



Warren County



Provider Quality Report

Quarter 1, 2020

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Provider Quality Report: Introduction

Warren County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.

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
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	113	41	0	0	154
Active Day of Franklin	16	0	0	0	16
Otterbein Lebanon Adult Day Service	360	793	455	358	1,965
Total Billable Units	488	834	455	358	2,134

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Active Day of Cincinnati	23.05%	4.92%	0	0
Active Day of Franklin	3.28%	0	0	0
Otterbein Lebanon Adult Day Service	73.67%	95.08%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	3	1	0	0	2
Active Day of Franklin	1	0	0	0	1
Otterbein Lebanon Adult Day Service	22	25	23	20	23
Total Distinct Clients Served	26	26	23	20	14



Provider Quality Report: Service Metrics Warren County ESP

Consumer Directed Care

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	N/A	2,890	3,047	3,326	N/A
Total Billable Units	N/A	2,890	3,047	3,326	N/A

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	26	42	47	47	41
Total Distinct Clients Served	26	42	47	47	41



Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,354	3,376	3,462	3,430	13,622
Total Billable Units	3,354	3,376	3,462	3,430	13,622

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,169	1,162	1,145	1,144	1,155
Total Distinct Clients Served	1,169	1,162	1,145	1,144	1,155

Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
A Miracle Home Care	4,659	8,342	7,003	5,926	25,930
Assisted Care by Black Stone	7,330	5,805	6,427	8,564	28,126
Helping Hands Private Duty Homecare	5,787	4,551	7,774	6,965	25,077
Home Care Network, Inc.	275	0	0	0	275
Interim HomeStyles of Greater Cincinnati, Inc.	4,227	3,715	3,376	3,058	14,375
Prime Home Care, LLC	370	318	238	137	1,062
Quality Care	777	585	562	383	2,306
Total Billable Units	23,424	23,315	25,379	25,033	97,150

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	19.89%	35.78%	27.59%	23.67%
Assisted Care by Black Stone	31.29%	24.90%	25.32%	34.21%
Helping Hands Private Duty Homecare	24.71%	19.52%	30.63%	27.82%
Home Care Network, Inc.	1.17%	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	18.04%	15.93%	13.30%	12.22%
Prime Home Care, LLC	1.58%	1.36%	0.94%	0.55%
Quality Care	3.32%	2.51%	2.21%	1.53%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Miracle Home Care	211	252	242	221	232
Assisted Care by Black Stone	299	291	287	274	288
Helping Hands Private Duty Homecare	217	196	273	314	250
Home Care Network, Inc.	10	0	0	0	10
Interim HomeStyles of Greater Cincinnati, Inc.	150	141	129	121	135
Prime Home Care, LLC	18	15	7	5	11
Quality Care	42	38	25	20	31
Total Distinct Clients Served	947	933	963	955	152

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	805	728	2,712	2,445	6,690
Mayerson JCC (Jewish Community Center)	126	91	212	221	650
Warren County Community Services	59,460	59,393	55,938	54,982	229,773
Total Billable Units	60,391	60,212	58,862	57,648	237,113

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	1.33%	1.21%	4.61%	4.24%
Mayerson JCC (Jewish Community Center)	0.21%	0.15%	0.36%	0.38%
Warren County Community Services	98.46%	98.64%	95.03%	95.38%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	11	9	55	48	31
Mayerson JCC (Jewish Community Center)	2	1	6	6	4
Warren County Community Services	909	901	882	846	885
Total Distinct Clients Served	922	911	943	900	306

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	1
Home First	15	13	13	10	51
Ken Bryan Construction, Inc (KBC)	2	0	0	0	2
MedAdapt Ltd.	11	5	15	10	41
People Working Cooperatively, Inc.	2	0	2	2	6
Stateline Medical Equipment	6	6	11	6	29
Tri-State Maintenance	4	2	3	2	11
Total Billable Units	41	26	44	30	141

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Custom Home Elevator & Lift Co. Inc.	2.44%	0	0	0
Home First	36.59%	50.00%	29.55%	33.33%
Ken Bryan Construction, Inc (KBC)	4.88%	0	0	0
MedAdapt Ltd.	26.83%	19.23%	34.09%	33.33%
People Working Cooperatively, Inc.	4.88%	0	4.55%	6.67%
Stateline Medical Equipment	14.63%	23.08%	25.00%	20.00%
Tri-State Maintenance	9.76%	7.69%	6.82%	6.67%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	1
Home First	15	13	13	10	13
Ken Bryan Construction, Inc (KBC)	2	0	0	0	2
MedAdapt Ltd.	10	5	15	10	10
People Working Cooperatively, Inc.	2	0	2	2	2
Stateline Medical Equipment	6	6	11	6	7
Tri-State Maintenance	4	2	3	2	3
Total Distinct Clients Served	40	26	44	30	7

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	0	0	0	8	8
Partners in Prime	87	100	117	130	433
Total Billable Units	87	100	117	138	441

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	0	0	0	5.99%
Partners in Prime	100.00%	100.00%	100.00%	94.01%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	0	0	0	1	1
Partners in Prime	33	31	35	36	34
Total Distinct Clients Served	33	31	35	37	27

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	3	1	2	6
Total Billable Units	0	3	1	2	6

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Home First	0	100.00%	100.00%	100.00%
Market Share	0	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	0	3	1	2	2
Total Distinct Clients Served	0	3	1	2	2

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Algo Termite & Pest Control	7	1	0	0	8
All Gone Termite & Pest Control, Inc.	0	4	11	3	18
Milt's Termite & Pest Control	0	3	0	1	4
Total Billable Units	7	8	11	4	30

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Algo Termite & Pest Control	100.00%	12.50%	0	0
All Gone Termite & Pest Control, Inc.	0	50.00%	100.00%	75.00%
Milt's Termite & Pest Control	0	37.50%	0	25.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Algo Termite & Pest Control	3	1	0	0	2
All Gone Termite & Pest Control, Inc.	0	2	4	2	3
Milt's Termite & Pest Control	0	1	0	1	1
Total Distinct Clients Served	3	4	4	3	2

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	19	12	14	2	47
Meda-Care Transportation, Inc.	350	384	234	338	1,306
Universal Transportation Systems	433	465	407	323	1,628
Warren County Community Services	1,165	958	870	756	3,749
Total Billable Units	1,967	1,819	1,525	1,419	6,730

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	0.97%	0.66%	0.92%	0.14%
Meda-Care Transportation, Inc.	17.79%	21.11%	15.34%	23.82%
Universal Transportation Systems	22.01%	25.56%	26.69%	22.76%
Warren County Community Services	59.23%	52.67%	57.05%	53.28%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	5	3	5	1	4
Meda-Care Transportation, Inc.	42	42	36	39	40
Universal Transportation Systems	43	32	41	28	36
Warren County Community Services	107	101	99	90	99
Total Distinct Clients Served	197	178	181	158	45

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	78	73	66	72
Assisted Care by Black Stone	88	112	110	99
Helping Hands Private Duty Homecare	53	65	58	72
Home Care Network, Inc.	1	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	49	41	46	37
Prime Home Care, LLC	4	4	6	0
Quality Care	8	13	4	9

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	2	3	9	14
Mayerson JCC (Jewish Community Center)	1	1	1	1
Warren County Community Services	259	259	231	229

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	3	0	4	0
Meda-Care Transportation, Inc.	20	26	16	23
Universal Transportation Systems	22	29	20	17
Warren County Community Services	45	59	42	45

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	90.8%	94.2%	90.2%	93.3%
Assisted Care by Black Stone	87.2%	90.2%	92.2%	90.7%
Helping Hands Private Duty Homecare	93.2%	96.1%	94.9%	96.9%
Home Care Network, Inc.	90.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.4%	97.9%	94.8%	99.7%
Prime Home Care, LLC	100.0%	56.7%	74.2%	No Data
Quality Care	84.6%	80.0%	92.5%	70.1%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2%				
½ Historical Standard Deviation: 5.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	88.5%	94.5%	77.1%	89.3%
Assisted Care by Black Stone	76.5%	85.7%	88.9%	82.1%
Helping Hands Private Duty Homecare	89.4%	98.1%	93.8%	98.4%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	97.1%	97.1%	100.0%
Prime Home Care, LLC	100.0%	33.3%	83.3%	No Data
Quality Care	100.0%	92.3%	100.0%	66.7%

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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	90.0%	93.1%	83.3%	90.0%
Assisted Care by Black Stone	78.1%	81.4%	86.9%	84.1%
Helping Hands Private Duty Homecare	89.6%	98.3%	96.1%	98.5%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	97.4%	97.4%	100.0%
Prime Home Care, LLC	100.0%	50.0%	83.3%	No Data
Quality Care	100.0%	76.9%	100.0%	77.8%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?				
Historical Average: 84.2%				
½ Historical Standard Deviation: 6.9%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	77.9%	80.8%	81.8%	87.5%
Assisted Care by Black Stone	83.7%	89.0%	83.3%	88.9%
Helping Hands Private Duty Homecare	81.1%	81.0%	80.7%	77.8%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	87.5%	90.0%	84.8%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	53.8%	75.0%	62.5%

Do you like the way your aide treats you?				
Historical Average: 97.0%				
½ Historical Standard Deviation: 2.7%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	98.7%	100.0%	98.5%	100.0%
Assisted Care by Black Stone	96.6%	100.0%	99.1%	100.0%
Helping Hands Private Duty Homecare	100.0%	100.0%	98.3%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	100.0%	92.3%	100.0%	88.9%

Do you trust your aide?				
Historical Average: 94.9%				
½ Historical Standard Deviation: 3.4%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	93.5%	100.0%	98.5%	98.6%
Assisted Care by Black Stone	96.6%	99.1%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	96.9%	100.0%	98.6%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	75.0%	92.3%	100.0%	88.9%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?				
Historical Average: 93.7%				
½ Historical Standard Deviation: 3.5%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	93.4%	97.3%	98.5%	100.0%
Assisted Care by Black Stone	95.4%	93.8%	98.1%	98.0%
Helping Hands Private Duty Homecare	98.1%	98.5%	96.6%	98.6%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	87.5%	92.3%	100.0%	77.8%

Does your aide do the things you ask them to do?				
Historical Average: 95.7%				
½ Historical Standard Deviation: 3.0%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	94.8%	97.3%	97.0%	98.6%
Assisted Care by Black Stone	95.3%	95.5%	99.1%	100.0%
Helping Hands Private Duty Homecare	100.0%	100.0%	96.5%	97.2%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	87.5%	91.7%	100.0%	77.8%

If your aide is not available, are you offered another aide?				
Historical Average: 90.3%				
½ Historical Standard Deviation: 6.0%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	94.9%	93.8%	88.4%	87.8%
Assisted Care by Black Stone	80.6%	78.8%	88.3%	75.9%
Helping Hands Private Duty Homecare	95.2%	96.4%	97.7%	100.0%
Home Care Network, Inc.	0.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	97.1%	84.8%	97.1%
Prime Home Care, LLC	100.0%	33.3%	25.0%	No Data
Quality Care	71.4%	58.3%	100.0%	50.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?				
Historical Average: 89.6%				
½ Historical Standard Deviation: 6.4%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	87.0%	90.4%	93.8%	93.0%
Assisted Care by Black Stone	89.7%	91.9%	91.7%	94.9%
Helping Hands Private Duty Homecare	90.4%	96.9%	94.8%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.0%	100.0%	95.3%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	75.0%	75.0%	44.4%

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0%				
½ Historical Standard Deviation: 6.6%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	89.0%	94.4%	85.5%	88.4%
Assisted Care by Black Stone	80.0%	86.5%	87.0%	83.3%
Helping Hands Private Duty Homecare	88.5%	95.2%	94.5%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.9%	97.4%	90.7%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	75.0%	75.0%	66.7%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	87.5%	77.8%
Mayerson JCC (Jewish Community Center)	50.0%	50.0%	100.0%	100.0%
Warren County Community Services	98.5%	98.7%	99.4%	99.3%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	66.7%
Mayerson JCC (Jewish Community Center)	0.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.5%	100.0%	99.5%	100.0%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	78.6%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	96.9%	97.3%	98.3%	99.1%

Can you depend on your meals driver?				
Historical Average: 99.4%				
½ Historical Standard Deviation: 0.6%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	100.0%	100.0%	99.6%	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	85.7%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	98.2%	99.6%	99.5%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?				
Historical Average: 98.8%	2019	2019	2019	2020
½ Historical Standard Deviation: 0.8%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	85.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.2%	99.2%	100.0%	100.0%

Do you have a good choice of meals?				
Historical Average: 93.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.8%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	64.3%
Mayerson JCC (Jewish Community Center)	100.0%	0.0%	100.0%	100.0%
Warren County Community Services	96.1%	95.3%	98.7%	97.4%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.8%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	77.8%	84.6%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.2%	98.4%	100.0%	98.7%

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.6%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	57.1%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	99.2%	99.6%	99.6%	99.6%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	96.8%	98.1%	98.1%	99.1%
Universal Transportation Systems	94.5%	97.5%	81.9%	90.0%
Warren County Community Services	99.8%	100.0%	97.8%	100.0%

Can you depend on your transportation service?				
Historical Average: 96.1%				
½ Historical Standard Deviation: 2.3%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	93.8%	100.0%
Universal Transportation Systems	85.0%	89.3%	75.0%	82.4%
Warren County Community Services	100.0%	100.0%	92.7%	100.0%

Do you feel safe and secure during your ride?				
Historical Average: 98.6%				
½ Historical Standard Deviation: 1.4%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	84.2%	100.0%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%

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

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6%				
½ Historical Standard Deviation: 2.5%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	85.0%	88.2%
Warren County Community Services	100.0%	100.0%	97.6%	100.0%

Do you get as much help as you need to get to the vehicle?				
Historical Average: 97.6%				
½ Historical Standard Deviation: 2.2%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	88.2%
Warren County Community Services	100.0%	100.0%	97.6%	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%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	93.3%	100.0%
Universal Transportation Systems	90.0%	96.4%	80.0%	88.2%
Warren County Community Services	97.8%	100.0%	97.5%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?				
Historical Average: 98.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.7%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	100.0%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?				
Historical Average: 98.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	95.7%
Universal Transportation Systems	90.0%	96.4%	85.0%	100.0%
Warren County Community Services	100.0%	100.0%	97.6%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 4.5%				
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	89.5%	88.5%	93.8%	100.0%
Universal Transportation Systems	90.0%	96.4%	75.0%	76.5%
Warren County Community Services	100.0%	100.0%	97.5%	100.0%

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

Medical Transportation SASI Scores

Is the ride a pleasant experience?				
Historical Average: 98.0%		2019	2019	2019
½ Historical Standard Deviation: 1.9%				2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	94.1%
Warren County Community Services	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8%		2019	2019	2019
½ Historical Standard Deviation: 2.4%				2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	96.2%	100.0%	100.0%
Universal Transportation Systems	90.0%	96.3%	80.0%	82.4%
Warren County Community Services	100.0%	100.0%	97.5%	100.0%

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

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 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2019 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



Appendix B: Terminated Providers

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Algo Termite & Pest Control	Pest Control	7/29/2019
Nova Home Care	Independent Living Assistance	2/1/2019

WARREN COUNTY ELDERLY SERVICES PROGRAM ADVISORY COUNCIL MEETING

June 2020

COMMUNITY ENGAGEMENT UPDATE:

- Traditional outreach work has slowed due to COVID-19
- Council on Aging recently finished the program's annual report for 2019 – it will be presented during the meeting

ADVERTISING:

Council on Aging is running two Facebook ads in Warren County: one ad is focused on meeting the needs of older adults during COVID-19 and the other is focused on program awareness and enrollment. Additionally, beginning June 1, COA is running Google pay-per-click ads targeted at people in Warren County.

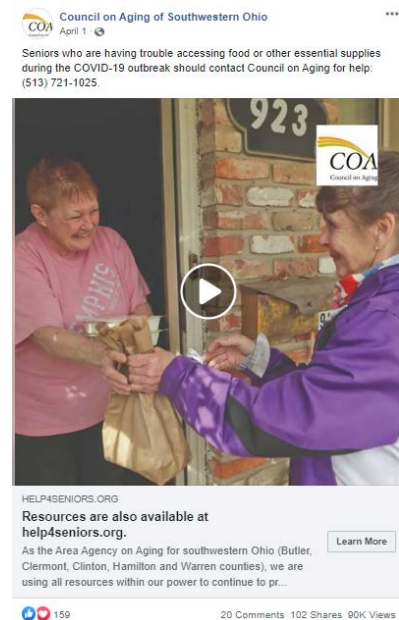
Facebook Ad Results

COVID-19 Ad

- In April and May, the Facebook ads delivered over **371,140 impressions** in Butler and Warren counties and received **67,508 post engagements** (likes, comments, shares, clicks).
- There were **831 total link clicks** to the website from the ad on Facebook in May with a link CTR of 0.26% (Facebook's benchmark is 1%, but this ad showed the phone number in the ad, so clicks aren't an accurate measure of success). Of the 1,205 clicks, there were **402 landing page views**.

Awareness/Enrollment Ad

- In the month of March & May (not April), the Facebook ads delivered almost **153,000 in impressions** and received **39,400 post engagements** (likes, comments, shares, clicks).



- There were **1,400 total link clicks** to the website from the ad on Facebook in March/May with a link CTR of .86% in March and 1.00% in May (Facebook benchmark is .83-1%). Of the 1,400 clicks, there were 1,003 landing page views.

NEWS COVERAGE

COVID-19 Media Coverage:

COA's response to the COVID-19 pandemic has garnered a lot of media attention over the past few months. Here are links to articles relevant to Warren County.

- March 12 – WVXU: <https://www.wvxu.org/post/meals-wheels-prepares-coronavirus-asks-volunteers>
- March 18 – Cincinnati Enquirer: <https://www.cincinnati.com/story/news/2020/03/18/changes-keep-meals-coming-seniors-near-cincinnati-despite-coronavirus/2863369001/>
- March 31 – WCPO: <https://www.wcpo.com/news/coronavirus/acts-of-kindness/fill-the-truck-pivots-to-help-older-citizens-obtain-groceries-essential-items>
- April 2 – Cincinnati Enquirer: <https://www.cincinnati.com/story/news/2020/04/02/covid-19-donate-items-local-seniors-crossroads-church/5114963002/>
- April 6 – Journal News: <https://www.journal-news.com/news/local/things-know-today-about-coronavirus-changes-butler-and-warren-counties/OcZSrFXIcQnWmNdEV8As5M/>
- April 9 – WCPO: <https://youtu.be/Q8WtNHMQWk>
- May 4 – Feelin' Good Program: https://www.youtube.com/watch?v=KK6TQA_WSMY
- June 1 – WYSO: <https://www.wyso.org/post/agencies-step-meal-delivery-hunkered-down-seniors-go-hungry>

COVID-19 SUCCESS STORIES AND PHOTOS:

Throughout the pandemic, COA has been working to collect stories of people across our service area who have been impacted by the pandemic. Highlights from a Warren County success story are included below. [Click here](#) to read the full story. [Click here](#) to view a photo album of some of the activities that have been happening across Warren County and COA's service region during the pandemic.

Seniors receive special meals during COVID-19 pandemic



Council on Aging (COA) is lucky enough to be able to take care of area seniors – especially when they need a little extra help because of the Coronavirus pandemic. Through partnerships with area organizations, we have delivered personal supplies and needed food to our community's older adults. Through a partnership with LaRosa's Pizzerias, area seniors in all parts of southwestern Ohio are receiving a welcome change of pace to their daily meal. From April 27-29, more

than 400 such meals were delivered to residents at several Warren County senior apartment buildings.

COA partners with Crossroads Church and Frame USA to fill the truck for seniors



Fill The Truck
Council on Aging of Southwestern Ohio

On April 4, COA and Crossroads Church held donation collection events at several Crossroads locations, including Crossroads Mason. Donated materials were collected in box trucks and brought to Frame USA for packaging and redistribution. [Click here](#) to see a drone video from the Mason event.

FastTrack Home Proposal

Innovative Process for Warren County ESP

June 2020



Torch
AWARD
2010 WINNER



[The Value of FastTrack Home]

- Modernization of the Elderly Services Program
- Allows more Warren County Seniors to be served for the tax dollar.
 - Shorter length of stay
 - Services when they are needed the most
 - Eliminates enrollment barriers
- Encourages personal responsibility-
engagement and self-management skills

[FastTrack Home Today

- Adopted by Clinton and Hamilton County ESP programs
- Currently operating at:
 - Clinton Memorial
 - University Hospital
 - Jewish Hospital
 - Christ Hospital
 - Bethesda North
 - Multiple Skilled Nursing Facilities
- Recognized by healthcare community for quality improvement and innovation
- Very popular program.



How it works today- Traditional ESP

- Family calls for services after home from hospital
- 2-3 weeks to assess Elderly Services Program eligibility and set up in-home services
 - Benchmark from call to start of services is 20 days.
- Result:
 - Unnecessary nursing facility placement.
 - Delayed services, or no services.
 - Difficult transitions

Who is eligible for FastTrack home?

ELIGIBILITY (no changes)

- Age 60+
- 2+ ADL/IADL impairments - Needs support for successful recovery at home
- Warren County resident

NOT APPROPRIATE

- 2-person assist with ADLs
- Declining SNF placement with inadequate support at home
- Leaving against medical advice



[FastTrack Home Process]

- Coach works w/ hospital and SNF staff to identify eligible patients
 - Evidence-based Coleman intervention
- Bedside assessment and FTH enrollment (60 days max)
- If needed, at home services arranged prior to discharge
- Coleman intervention coaching continues 3 days post discharge
- Services arranged based on needs
- After 45 days: full in-home assessment for ongoing ESP (income verification, clinical evaluation)



Hospital assessment



In Home Coaching and Services

Pillars of Coleman Model

- Medication self-management
- Patient-centered record
 - PHR, Personal Goal
- Follow-up with PCP/Specialist
- Knowledge of “Red Flags”
- Community Resources

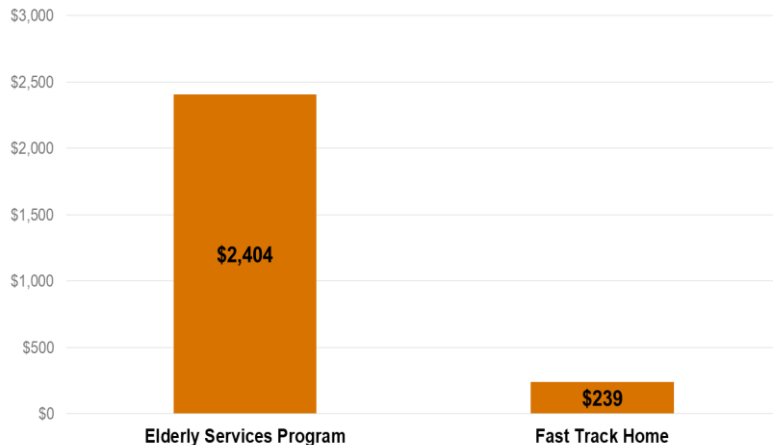
[Top FastTrack Home Services:]

1. Coaching & Navigation
2. Home Delivered Meals
3. Personal Care & Homemaking
4. Emergency response devices
5. Bathroom equipment (**Home Medical Equipment***) or minor home modification
6. Transportation to MD

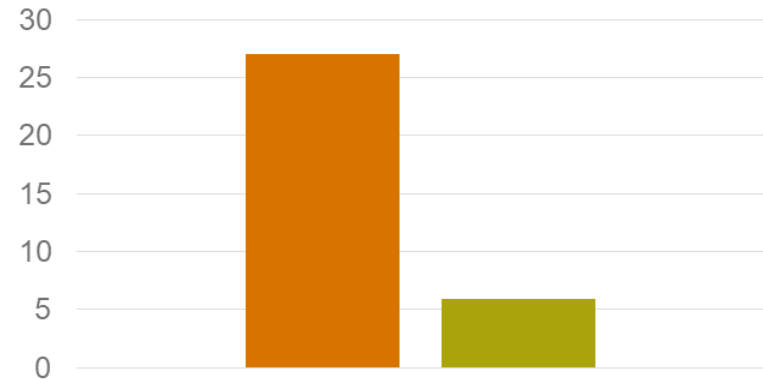
*Home Medical Equipment isn't a currently available service.

Fast Track Home Results

Annual Cost

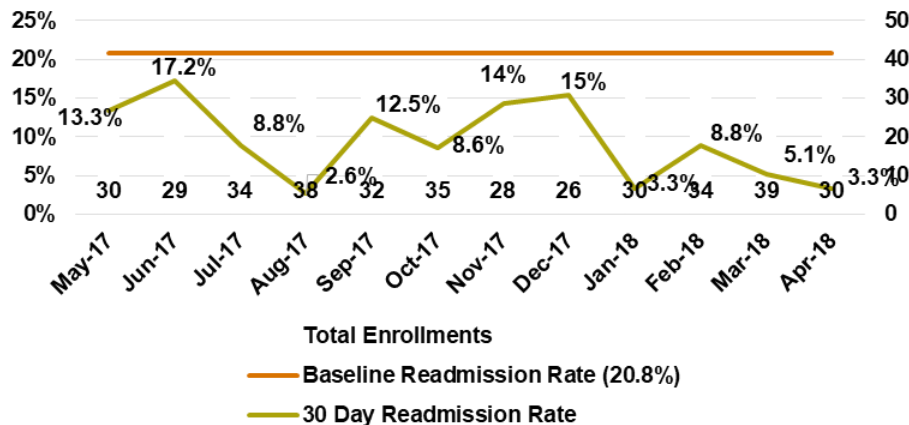


Service Timeliness



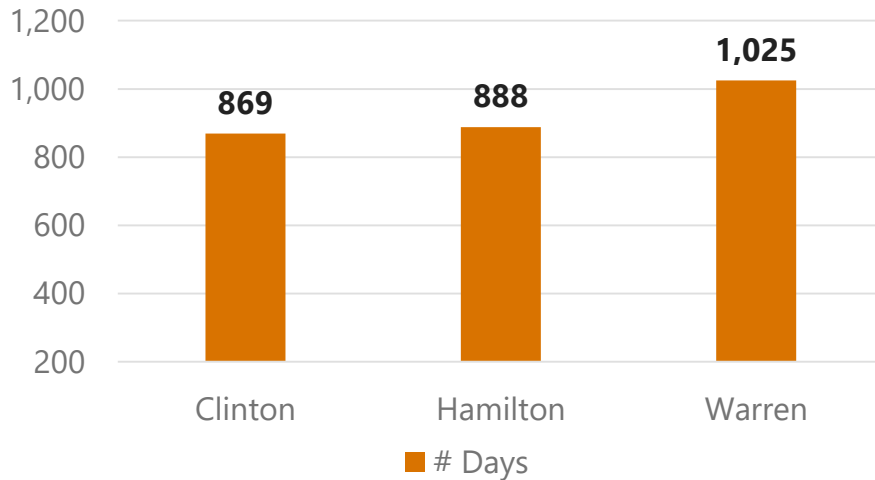
Traditional ESP Fast Track Home

Hamilton County FTH 30-Day Readmission Rate

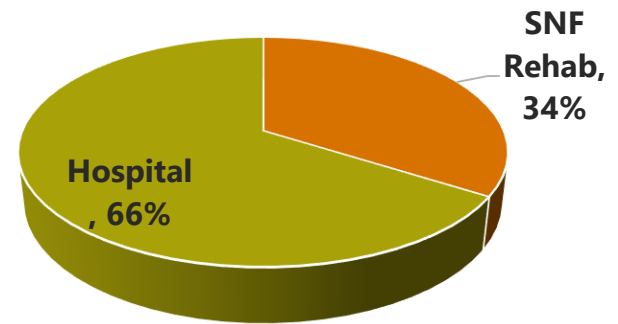


Fast Track Home Data

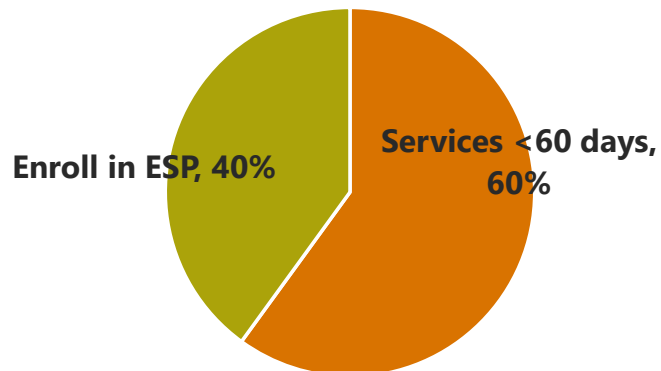
Impact on Length of Stay



Enrollment by Setting, 2019



Fast Track Home Disenrollment



[FTH Increases # of Seniors Served]

■ Clinton County:

- 2014-2015 -2%
- 2015-2016 +8%*
- 2016-2017 +7%
- 2017-2018 +14%
- 2018-2019 +14%

* FTH Implementation

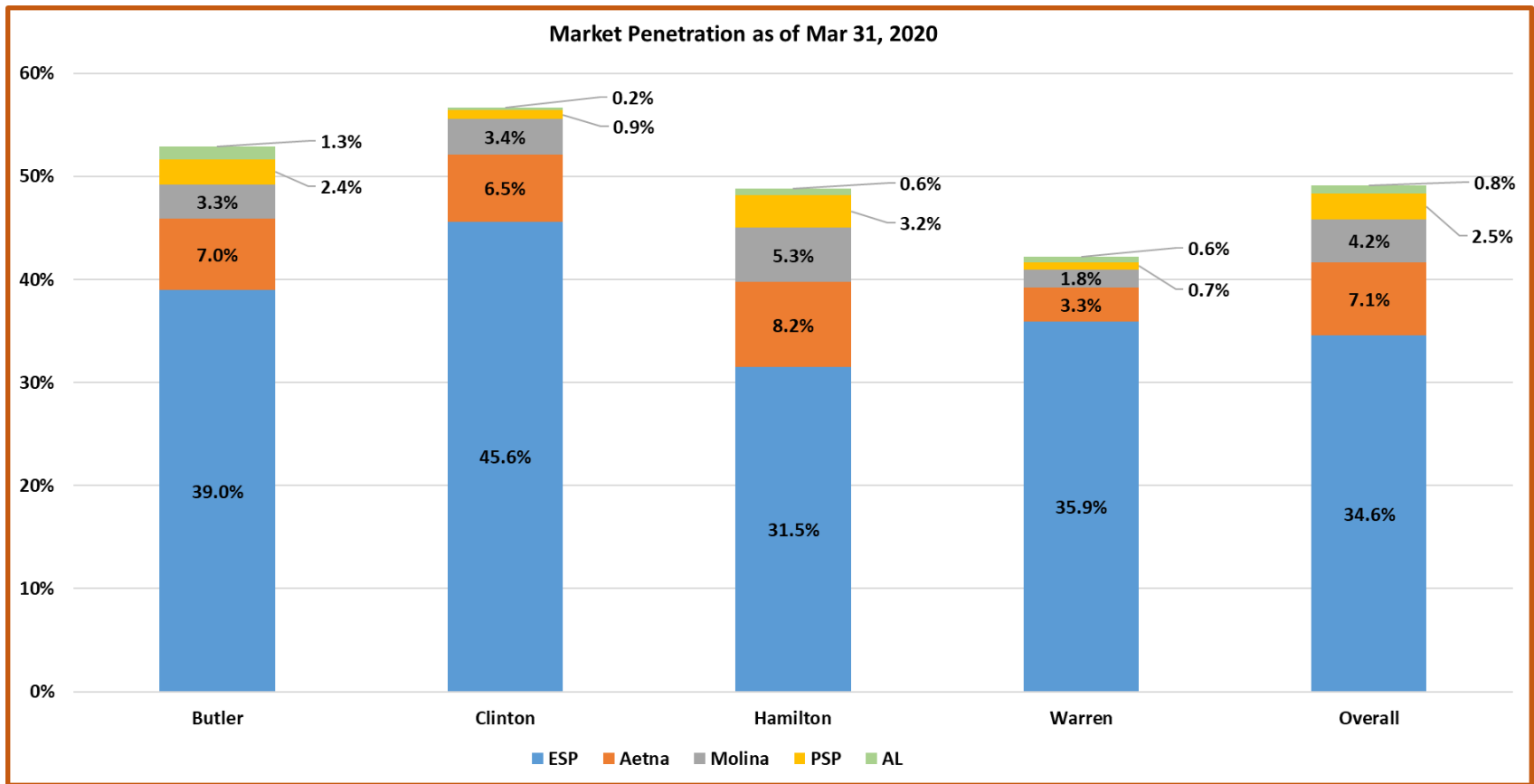
■ Hamilton County:

- 2015-2016 +6%
- 2016-2017 +8%
- 2017-2018 +14%
- 2018-2019 +10%

■ Warren County:

- 2016-2017 -4%
- 2017-2018 +4%
- 2018-2019 -4%

Market Penetration



[FastTrack Home Proposal]

- Leverage existing staffing and process infrastructure. i.e. Bethesda North, Christ, Nursing Facilities, etc.
 - Scalable model (can be scaled up or down)
- Leverage Federal Funding approx. \$108k
- Pilot FastTrack with a decision about continuing following a final report due by October 2021.

[Warren County Proposal cont...]

- Contract amendment:
 - Add Home Medical Equipment as a Service
 - Authorize FTH pilot that includes copay waiver for 60 day intervention
 - Allows assessment and enrollment in the hospital or nursing facility

[The numbers-



- Home Medical Equipment will add approximately \$55,000 annually.
- Fast Track Home investment: \$100,000 annually. COA will leverage an additional \$108,334 in Federal Funding.
- Serve an estimated 200 seniors
- Evaluate long term following pilot.

[The numbers-

- Fund balance grew from \$7.9 M in 2018 to \$9 M 2019.
- Projected to grow to \$10.6 M in 2020
- This proposal is paid for with the growing fund balance.

[Will the hospital pay?]

- The senior levy is payer of last resort. We only charge services not covered by another funding source.
- To date, no hospital system has agreed to pay for these post acute services.
- Value based payment reform has not progressed far enough.

[Fast Track Home Story]

Impact on the family caregiver.

<https://youtu.be/RILQOgQJ6es>

Meet Larry-

- Retired RR engineer, age 73 living alone.
- Diabetes & limited mobility
- Fell in the shower- UTI and dehydration
- Came home with FTH services.





Summary

1. Fast Track Home is a new process that allows ESP to rapidly provide services to seniors when they need help the most.
2. The program can serve more people at a lower cost.
3. Requesting approval to pilot the FastTrack Home process with a final report due by October 2021.

ELDERLY SERVICES PROGRAM (ESPSM)

HOME MEDICAL EQUIPMENT

SERVICE SPECIFICATION

2019

EFFECTIVE APRIL 2019
(BCESP) (CCESP) (HCEP)

Home Medical Equipment Service Specification

1.0 OBJECTIVE

Home Medical Equipment (HME) provides rented or purchased medical equipment or supplies to clients to promote independence and safety in their home. Home Medical Equipment under the Elderly Services Program (ESP) is limited to items not covered by third-party payers, Medicare, or the state Medicaid plan.

2.0 UNIT OF SERVICE

- 2.1 A unit of service is the item purchased or rented.
- 2.2 The unit rate is the purchase or rental price for the item. Rental amount, over time, is not to exceed the purchase price of the item.

3.0 PROVIDER REQUIREMENTS

- 3.1 The Provider must follow current ESP guidelines for items reimbursable by Medicare/Medicaid, MCO, or any third-party payer referred by the ESP staff member and ordered by the medical professional.
- 3.2 The Provider may only bill for the price established in the original price quote. The Provider shall purchase, deliver, educate and install, as applicable, the authorized items before submitting a bill to ESP. Any cost revisions to the original quote must have prior authorization.
- 3.3 The Provider must furnish professional ongoing assistance when needed to evaluate and adjust products delivered, or to instruct clients/caregivers in the use of HME products and assembly as applicable.
 - (a) The Provider must assume liability for equipment warranties and, therefore, install, maintain, and/or replace any defective parts or items, as specified in appropriate warranties.
 - (b) Replacement items or parts for rented equipment will not be reimbursed if damage is not related to normal wear and tear.
 - (c) The provider will notify the ESP staff member of expected date of repair or replacement.

4.0 DELIVERY, INSTALLATION, EDUCATION AND VERIFICATION

- 4.1 The Provider shall verify successful completion of delivery, installation, and education provided to the client. Client signature, or designee signature, will be obtained to verify service delivery. For those items that do not require installation and education, the Provider may use a common carrier to deliver the HME. The provider shall verify successful delivery by using the carrier's tracking statement or number in replacement of the client signature to verify the delivery.
- 4.2 The Provider must maintain individual client records documenting delivery and/or common carrier shipping record, installation of equipment, and education of equipment, when applicable.
- 4.3 The Provider may not bill until after delivery of the HME.
- 4.4 The Provider must inform the ESP staff member if an item is on backorder once they are aware. They must provide an estimated delivery date if known.

5.0 INSURANCE REQUIREMENTS

- 5.1 For HME items covered by Medicare, COA will seek to procure Providers identified through the Medicare Competitive Bid Process for applicable equipment in the affected areas.
- 5.2 A purchase price for items billable directly to ESP will be established during the Referral or RFP process.
- 5.3 The Provider must obtain prior approval from the COA staff member before billing ESP for any item deemed to be covered by another funding source.
- 5.4 COA may not pay for an item that is deemed to be covered by another payer source without supporting documentation. Supporting documentation will be reviewed prior to ESP reimbursing the provider for an item that may be covered by other insurance.

WCESP Levy Projection

LATEST COA PROJECTION: May-2020

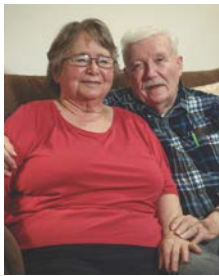
	Year 1 2017 Actual	Year 2 2018 Actual	Year 3 2019 Actual	Year 4 2020 Proj.	Year 5 2021 Proj.	5-Year Total
Revenue						
Beginning Fund Balance	6,659,082	7,185,456	7,911,596	9,049,760	10,041,566	40,847,460
Levy Revenue (Cash Basis)	7,075,921	7,294,394	7,607,792	7,600,000	7,600,000	37,178,106
COA Levy Draw	6,415,882	6,446,397	6,340,814	6,475,606	6,701,433	32,380,132
Title III and State Funding (Accrual Basis)	482,523	487,268	413,577	566,790	392,151	2,342,308
Client Donations (Accrual Basis)	17,762	13,181	15,037	15,172	15,166	76,319
Client Co-Payments (Accrual Basis)	199,241	187,182	208,016	155,776	224,966	975,181
Interest and Other Income	585	752	1,292	1,033	1,127	4,789
Total Revenue to support ESP	7,115,993	7,134,781	6,978,736	7,214,376	7,334,843	35,778,729
Total Available Revenue (incl. previous year carryover)	14,435,114	15,168,233	16,157,310	17,388,530	18,274,976	81,424,163
COA Operational Expenses						
Provider Services (Accrual Basis)	5,219,072	5,201,660	5,063,375	5,307,461	5,331,319	26,122,887
Information & Assistance (Accrual Basis)	83,687	82,948	83,233	71,160	88,302	409,330
Care Management (Accrual Basis)	1,355,716	1,392,657	1,374,611	1,362,805	1,442,272	6,928,060
COA Program Management (Accrual Basis)	457,518	457,517	457,518	472,950	472,950	2,318,453
Total COA Operational Expenditures	7,115,993	7,134,781	6,978,736	7,214,376	7,334,843	35,778,729
APS, Auditor/Treasurer/State Fees	133,665	121,856	128,814	132,588	136,476	653,399
Total Levy Expenditures	7,249,658	7,256,637	7,107,550	7,346,964	7,471,319	36,432,128
Estimated Minimum Fund Balance (-1 STD DEV)			\$0	\$10,222,317	\$11,154,394	
Actual & Estimated Median Fund Balance	\$ 7,185,456	\$ 7,911,596	\$ 9,049,760	\$ 10,041,566	\$ 10,803,658	10,803,658
Estimated Maximum Fund Balance (+1 STD DEV)			\$0	\$10,582,655	\$11,833,658	
Year Ending Client Census	1,862	1,853	1,794	1,768	1,859	

Assumptions:

- 1) Traditional ESP census is calculated based on market penetration rates; A rate of 38.2% was used for 2019 ; rates are kept constant @ 36.1 % through 2027
- 2) Case Mangement is projected based on 2019 contracted rates and 3% yearly increase
- 3) Intake is projected based on actual costs with a yearly increase of 3%
- 4) Title III and State Funding is projected to decrease due to a shift in funding from the Title III RFP and the new service priorities;More money was awarded to Warren County Providers and less money for services in the Elderly Services program. New yearly amount projected is \$392,151
- 5) Levy revenues are projected to be \$7.6M provided by the Warren County Auditors
- 6) HCA is increased by 5% in 2020, and no other increases are projected for the remaining years
- 7) HDM is set to increase by 2.5% every October (Q4 of every year)
- 8) other than HCA and HDM mentioned above, there are no increases assumed for any of the other services
- 9) 2020 projections include allowances for COVID response, to reflect higher HDM enrollment and lower expenses for HCA, ADS and transportation

Bill and Rosa

Bill, a Navy veteran, and his wife, Rosa, have made changes as they've gotten older. They moved from their home in Maineville to Union Village Retirement Community when household chores go to be too difficult. Then, as sometimes happens, each developed health conditions that meant they would need extra help in order to live independently. ESP was there for them. "ESP gives us a sense of security," said Rosa. "There is always someone to call if we get into trouble. Getting old can be isolating; ESP helps."



Lois

It can be difficult to ask for help when you are used to being independent, but a degenerative hip condition was making life difficult for Lois. She was uneasy moving about her house and daily tasks were getting harder. When she connected with ESP, she received support that helped restore a sense of independence. Grab bars in the bathroom and an electronic monitoring system provided the peace of mind she was looking for.



Joan

Caregiving is hard – especially when you're doing it from across the country. Though it would have been easier for Gary to move his mother, Joan, nearer to him, he wanted to make sure she was happy. That meant letting her stay in the place she'd called home for more than 50 years. ESP provided services that helped put Gary's mind at ease, especially when he moved to Warren County to be near Joan during her last few months. Gary said his mother's ESP care manager, Carla, "did an excellent job and provided advice, guidance and support during a very difficult time."



Visit www.help4seniors.org/WCESP2019 or scan code for full client stories.



"I'm not a caregiver, I'm a husband"

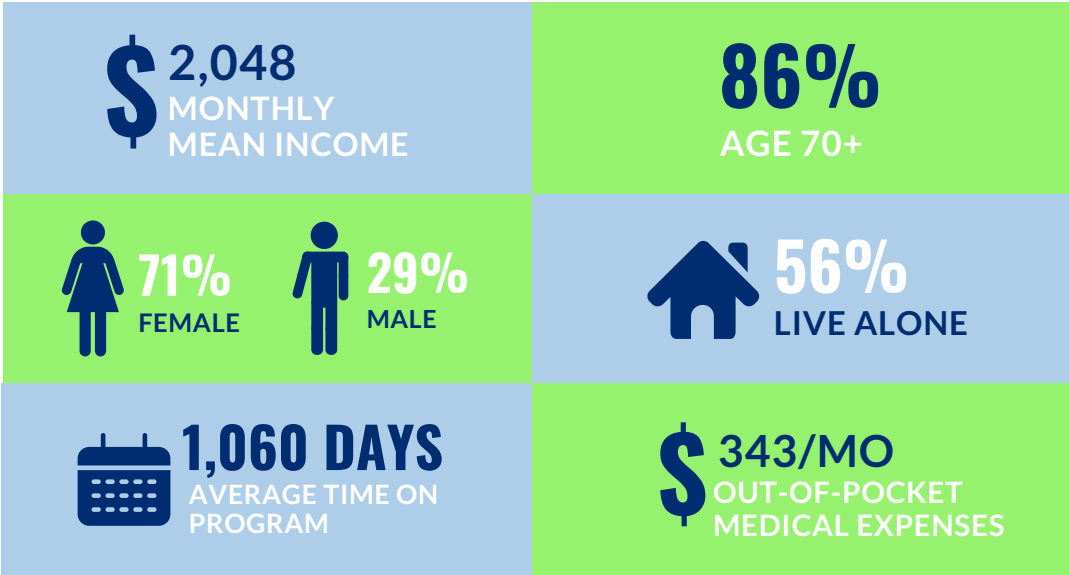
– Phil, husband of Linda, a Warren County ESP Client

WARREN COUNTY ESP CLIENT

STATS 2019

Warren County ESP clients are caught in the middle: with income too high to qualify for Medicaid, but too low to pay for private in-home care. They need help with basic activities like personal care and transportation. Between raising a family and going to work, family members help as much as they can, but ESP fills in gaps in care so our older neighbors and loved ones can continue to live independently in their homes and communities. ESP is a program that benefits our entire community.

2,421 CLIENTS SERVED



Warren County's Elderly Services Program is a community partnership.

Warren County Commissioners
Tom Grossmann, Shannon Jones, David G. Young

Warren County Elderly Services Program Advisory Council
Charles Peckham, Jr., Chair; Dr. Don Juszczuk, Vice Chair;
Dave Gully, Secretary; Chris Ellis; John Lazares; Matt Nolan; Tiffany Zindel

Administered by Council on Aging
175 Tri County Parkway, Cincinnati, OH 45246
(513) 721-1025, (800) 252-0155
www.help4seniors.org

Intake and Care Management by Warren County Community Services, Inc.
570 North State Route 741, Lebanon, OH 45036
(513) 695-2271
www.wccsi.org



Warren County ESP services are funded by a special tax levy. ESP does not supplant care provided by families but rather secures the necessary additional care the family is unable to provide. ESP expects families to take responsibility to care for family members to the fullest extent possible. ESP does not discriminate on the basis of race, color, creed, age, sex, national or ethnic origin, or disability.

WARREN COUNTY ELDERLY SERVICES PROGRAM

2019 ANNUAL REPORT



Welcome



At the time of this writing, our country is in the midst of a pandemic – one that has been particularly difficult for older adults. This advisory council and Council on Aging (COA), together with our network of service providers, have been working to ensure ESP clients and other Warren County older adults get the services they need in order to stay safe and healthy during this difficult time.

Since 2002, the Elderly Services Program (ESP) has helped our older adult neighbors remain in their homes with independence and dignity. In 2019, ESP provided compassionate, cost-effective care to 2,421 older adults. Working with COA, the program’s administrator, this advisory council is constantly monitoring ESP to make sure it meets the needs of our county’s older adults, while also effectively using local tax dollars. Read about one such effort in the highlights section of this report.

In one way or another, we all benefit from ESP. Beyond older adults, it supports caregivers struggling to juggle the responsibilities of family, career and elder caregiving. ESP provides supplemental care that enables family caregivers to continue working, which is good for business and our economy.

This report should help you understand the value of ESP in our community – both in terms of how tax dollars are used, and the lives it impacts. I hope you are left with a better understanding of how ESP makes Warren County a great place to live, for people of all ages.

Sincerely,
Charles W. Peckham, Jr.
Chairperson, Warren County Elderly Services Program Advisory Council

About ESP

The Elderly Services Program (ESP) helps eligible county residents age 60 and older remain safe and independent in their homes by providing help with activities of daily living (bathing, cleaning, meals, transportation and more), filling gaps in family-provided care.

ESP is flexible to meet clients’ changing needs. Eligibility and care needs are determined during an in-home assessment. A professional care manager coordinates and monitors clients’ care. While income is not an eligibility factor, some clients have a co-payment based on their income.

ESP is a community partnership. It’s managed by Council on Aging via a contract with Warren County Commissioners, who appoint a board to advise on program needs and policies. COA contracts with Warren County Community Services to assess, enroll and care manage clients in the program. Provider agencies deliver ESP services via competitive contracts with COA. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

Cost of Care to Taxpayers

\$322

MONTHLY COST FOR ESP SERVICES

VS.

\$6,000+

MONTHLY COST FOR NURSING HOME CARE

COA’s Role

COA’s responsibilities for ESP in Warren County include: program development; provider management; data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2019:

- Requests for information and referral: **50,329**
- Home and community-based services through Medicaid-funded programs: **548 residents**
- 925** individuals across COA’s service area provided support to transition from one care setting to another
- \$744,250** Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

2019 Highlights

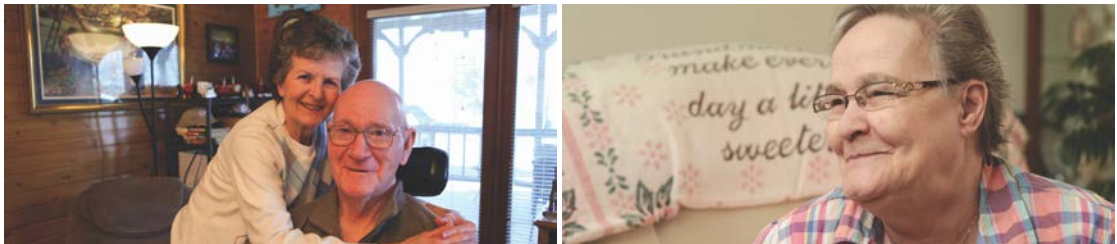
Electronic monitoring systems – more than a lifeline

ESP’s electronic monitoring systems (EMS) service makes a real difference for clients like Bill. More than the traditional “lifeline” device, EMS is a flexible service that meets a variety of needs – from emergency response and medication management to remote caregiving and wandering risks. In addition to traditional lifeline pendants, EMS includes medication dispensers, smoke and carbon monoxide detectors, Alzheimer’s boundary alarms and GPS tracking devices, among others. “I have had problems falling,” Bill said. “My feet seem to go faster than the rest of my body. The button saved me once from spending the night on the floor.” 58 percent of ESP clients have EMS.



Changes to Independent Living Assistance service attracts new providers

ESP’s Independent Living Assistance (ILA) service is an important resource for clients who need help managing household paperwork, paying bills or applying for benefits. It’s a time-intensive service requiring unique skills. But, the supply of ILA providers has not always matched the demand for the service. Late in 2018, the only ILA provider serving Warren County ESP clients withdrew from the program, leaving 38 clients without support. COA’s provider services staff worked quickly to identify a new provider and one month later, all clients had been successfully transferred with no disruption in service. Recognizing a wider problem, COA sought input from ILA providers in neighboring counties and care management staff to identify ways to improve the service and expand capacity. This effort reshaped the rules for providing ILA service, eliminating requirements that did not add value to the service. COA then competitively bid the service, resulting in a second ILA provider for ESP clients.



Expenses & Revenue

How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 2002 provides 91 percent of ESP’s funding. The most recent tax levy was approved by 75.76 percent of voters in 2016. The 1.21-mill levy costs property owners \$34.18 per \$100,000 of property valuation annually. COA’s goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for southwestern Ohio, including Warren County, COA leverages state and federal funding to cover 6 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (31 percent of clients make a co-payment based on their income).

Revenue

Federal and State (via Council on Aging)	\$413,577
Client Donation	\$15,037
Client Co-payment	\$208,016
Warren County Elderly Services Levy	\$6,342,106
TOTAL REVENUE	\$6,978,736

Expenses

SERVICE*	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,421	20,114 months	\$1,374,611
Electronic Monitoring System	1,402	13,552 months	\$245,385
Home-Delivered Meals	1,230	233,588 meals	\$1,682,341
Home Care Assistance	1,210	98,544 hours	\$2,273,819
Medical Transportation	298	7,244 one-way trips	\$357,417
Minor Home Repairs	122	45 repairs	\$112,201
Consumer-Directed Care**	61	N/A	\$201,479
Independent Living Assistance***	52	420 hours	\$25,268
Adult Day Services	41	2,311 days	\$135,398
Environmental Services****	12	34 jobs	\$10,305
Adult Day Transportation**	6	N/A	\$19,762
Intake and Assessment	N/A	N/A	\$83,233
Administration	N/A	N/A	\$457,518
TOTAL EXPENSES			\$6,978,736

*Services listed in order of clients served.
**Due to coding changes that occurred when COA launched a new care management platform, we are unable to report units delivered for these services in 2019.
***Help with benefit applications and organizing personal and household records.
****Pest control, major housekeeping and waste removal.

Additional Expenses

Warren County Commissioners distributed \$45,000 in funds from the senior services levy to the Warren County Department of Human Services’ Adult Protective Services Unit.

