



## **Butler County Elderly Services Program (BCESP) Services Committee Meeting**

June 11, 2020  
1:30 pm – 3:00 pm  
Go To Meeting

### **AGENDA**

- |   |                   |
|---|-------------------|
| 1. Call to Order  | Katy Abbott       |
| 2. December 12, 2019 Minutes (Action Needed)  | Katy Abbott       |
| 3. Provider Network Report  | Randy Quisenberry |
| <ul style="list-style-type: none"><li>- 2020 RFP Updates<ul style="list-style-type: none"><li>• Transportation</li><li>• Home Care Assistance</li></ul></li><li>- 2019 Executive Summary Report</li></ul> |                   |

### **OLD BUSINESS**

- |  |               |
|--|---------------|
| 4. Senior Farmer's Market Update   | Jennifer Lake |
| 5. Service Improvements  | Ken Wilson    |
| <ul style="list-style-type: none"><li>- On Demand Transportation</li><li>- LiveWell Collaborative<ul style="list-style-type: none"><li>• Consumer Directed Care Enhancements</li></ul></li></ul> |               |
| 6. Follow Up from March Cancelled Meeting  | Ken Wilson    |
| <ul style="list-style-type: none"><li>- Home Delivered Meals Star Rating</li><li>- Electronic Monitoring Systems List</li></ul>  |               |

### **NEW BUSINESS**

### **ADJOURNMENT**

### **NEXT MEETING:**

September 11, 2020

# Butler County Elderly Services Program (BCESP)

## Services Committee Meeting

December 12, 2019

### Committee Report

**Present:** Katy Abbott, David Mancuso, Cynthia Stever, Jared Wojcikowski, Ken Wilson, Randy Quisenberry, Monica Schulze, Jennifer Lake

**Call to Order:** The December 12, 2019 meeting of the BCESP Advisory Council Services Committee meeting was called to order at 1:30 p.m. by David Mancuso.

**Approval of Minutes:** David Mancuso called for a motion to approve the October 3, 2019 BCESP Services Committee Minutes.

**Motion:** Jared Wojcikowski made a motion to approve the minutes as presented.

**Second:** Cynthia Stever seconded the motion.

**Action:** The October 3, 2019 minutes were unanimously approved as presented.

**Provider Network Report:** Randy Quisenberry presented an overview of the Provider Network Report. Randy shared certificates of appreciation given to home health aides recognizing the work that is being done for our clients through our provider network. Randy also read a client testimony. David Mancuso thanked COA for taking this on. Jared voiced that he appreciated hearing these stories and that he finds absolute value in it. Cynthia mentioned that advisory council members completed the meeting survey where it was expressed that they would like more mission moments. Cynthia suggested having an aide come to the advisory council meeting and share their experience and why they do what they do.

**Action:** Randy advised he would look into getting an aide to attend an advisory council meeting.

Katy asked if the recognitions were posted on social media as well. Randy advised that they were posted on the COA Facebook page. Katy expressed the desire to reach a larger audience and suggested that Scripps could also share the posts. Ken agreed this would be beneficial with the levy campaign coming up in 2020.

**Action:** Katy will follow up with Scripps.

**Action:** Randy will discuss with Paula Smith, the Communications manager at COA.

Randy reviewed the Quality Action Plan that was issued for Partners in Prime for the kitchen at Berkley Square. Unidine is the subcontractor that they hired to oversee the kitchen operation. COA has since received a detailed email from the regional manager of Unidine accepting responsibility and provided action steps including staff changes. COA will continue to monitor them closely. Jennifer Lake advised that the violation has been advanced to a level two violation which involves holding new referrals. They can continue to serve their current clients. Jennifer completed an unannounced visit on November 26, 2019 and still found some of the same issues. Berkley is making some staffing changes and the supervisor has been moved to a different location.

Randy reviewed the RFP plan for 2020. COA removed electronic monitoring because we are going to renew our contract with Guardian at the current, original pricing. The contract will be renewed thru 2021.

Randy then reviewed the Provider Audit Schedule and asked for any questions concerning that document to which there were none.

**Provider Quality Report:** Randy Quisenberry presented an overview of the Provider Quality Report and advised that the report has been reformatted. SASI benchmarks have been added to the report, which puts more perspective around the scores. The revision includes a legend explaining the new color codes. Ken clarified that the green areas are top performers, anything that's not colored is average, and red is below. John Freeman asked if COA has made an effort to notify poor and high performers to give them feedback as to what they are doing well and poorly. Randy liked the idea of sharing best practices with the providers.

## **OLD BUSINESS**

### **Home Medical Equipment (HME) Six Month Review:**

Monica Schulze discussed the HME review and informed that eight providers were given contracts. There were changes made to the service specification and improvements were implemented that were designed to lower costs and improve quality. COA now has the ability to track in greater detail the items that ESP is purchasing. The process has been streamlined by assigning a fixed and maximum reimbursement rate for the specific pieces of equipment to select providers. A product grid was developed to help educate families and care management staff on the array of equipment that is available. Monica shared that after six months, the current process was reviewed, and we reached out to care management as well as the providers to get feedback. It was discovered that some providers were resistant to bill insurance for certain items. The providers were contacted for more information and the process was explained in more detail and their concerns were addressed. COA wanted the clients to be aware that there may be a longer wait time before they receive pieces of equipment that are billed through their insurance, so a client expectation sheet was created to explain this process. This is resulting in significant cost savings for the ESP program. Katy asked if the providers were resistant to bill insurance due to the time and effort it took to bill. Monica advised yes, that is part of it as well as lower reimbursement.

Ken advised we will see this expand over time with the Medicare reform. Medicare Advantage Plans in 2020 will start offering some new benefits such as home delivered meals and transportation. This is an area of opportunity to save local levy funds and be able to serve more clients. The downside is that it will be inconvenient to the average older adult. For example, clients would be required to bill their insurance first before ESP would cover additional meals. Some health plans may be contracting with a different vendor than we are using. Further discussion took place as to what this process may look like. Katy asked if we do certificates of recognition to the HDM drivers. COA has given recognition letters to HDM providers in the past. Katy feels this will help build evidence that a meal just isn't a meal.

**Action:** Randy will make sure the recognition program includes home delivered meal drivers.

### **Independent Living Assistance (ILA) RFP Update:**

Monica reviewed the ILA RFP update. COA has two new providers that are contracted to serve in Butler County. We have clients that will need to be transitioned as the result of one current provider not applying to continue the ILA services in Butler County. This process is currently under way. Katy asked if Central Connections will expand if they do well in one zone. Monica advised that as of now they do not have plans to do so. They would like to start small and go from there.

### **Adult Day Service (ADS) RFP Results:**

Randy reviewed the ADS RFP results. Two providers were awarded contracts in Butler County: Active Day Fairfield and Oxford Seniors. There are two levels of adult day services: Enhanced and Intensive with intensive including bathing. Oxford only provides enhanced and Active Day will provide both. Katy asked if Oxford Seniors found a new location as they are currently in a small space. Ken stated he spoke with Steve a couple of months ago and he talked about it as two options they were exploring. One was to purchase a new building and another was to find a shared space.

### **Home Delivered Meal (HDM) Referral Process:**

Jennifer Lake reviewed the HDM referral process. The Star Rating is still a work in progress. We wanted to make sure that our calculations and assumptions are correct. The rating is based off of service quality and cost. Ken has talked with Scripps and we will get their input to make sure our calculations are where we want it to be. We have pushed the go live date to Spring of 2020. Ken added that he thinks we have a really good product but we want to make sure it's sound before we go out as it's going to be controversial. Cynthia asked if the providers are aware of the changes being made. Jennifer met with the providers in October and they are aware there are updates being made to the Star rating process.

## **NEW BUSINESS**

### **Kinship Meals & Senior Farmers Market Program:**

#### **Kinship Meals**

Jennifer Lake discussed Kinship Meals. It has been recognized that there is a need for children under the age of 18 to receive meals alongside of the seniors in the home that receive meals. A lot of the time the seniors are giving their meals to the children and are not eating themselves. There will be specific guidelines set forth to qualify for this program. The seniors would already have to be getting meals and the child or children would have to be living there full time. There will be options for therapeutic meals as well as gluten free meals. There will be no levy dollars involved as this will be federally funded. Ken did explain that the original intent was for this to be a short term service but there have been families identified where this would need to be long term.

#### **Senior Farmer Market Program**

Jennifer went on to discuss the Seniors Farmer's Market. She attended a workshop in Dublin last week to get additional information. Cynthia has been making contacts with local food advocacy groups. We have the opportunity to participate in two different senior farmers market programs. One of them is called the non-traditional and we have titled that Producing Health Seniors of Southwest Ohio. This money is separate from the USDA money that we will be receiving. We applied for a grant but we do not know the decision on it yet. That money is going to be used in an innovative way. It will not be the traditional way of seniors getting coupons and they go the market to secure their own produce. We are going to be bringing the produce to the seniors in food desert

areas. We are hopeful to receive \$40,000 for the pilot program, with increases in future years. We are looking at Bell Tower in Butler County as a recipient in the non-traditional program. Farmers will actually be selecting produce over a series of weeks throughout the summer growing months. For the traditional program, \$180,000 has been secured through the USDA. Seniors can apply for a \$50 coupon that they can use at any approved farmers markets in Butler County. Farmers are required to meet certain guidelines. The food must be grown in Ohio. Seniors can only get produce, herbs that have been cut, and honey. They are not able to get any processed items such as salsa. Katy did bring up that Miami University has a food institute with a parcel of land so maybe they can be a potential partner. Katy stated she would be happy to connect someone with the Director there.

#### **Program Evaluation:**

Ken discussed the need to take a fresh look at the program. He provided a list of questions to the committee, asking for feedback. There may be policy changes we should be pursuing because our projections show that we will be facing waiting lists within the next few years. COA would like to pay for this evaluation for the benefit of all four counties. Ken instructed members to email him with any feedback on the questions. Katy suggested that we add branding of ESP to reflect all people and not just the elderly.

#### **Maximum Reimbursement Rates:**

Ken discussed the maximum reimbursement rates and the fact that there have been a lot of new contracts this year.

#### **ADJOURNMENT**

David Mancuso called for a motion to accept Katy Abbott as the new chair of the committee due to his departure.

**Motion:** Jared Wojcikowski made a motion to approve Katy as the new chair.

**Second:** Cynthia Stever seconded the motion.

**Action:** It was unanimously approved to appoint Katy Abbott as the new Services Committee chair.

With no further business to discuss, the Butler County Services Committee adjourned at 4:29 p.m.

#### **NEXT MEETING**

March 12, 2020

## Butler County Provider Network Report

### June 2020

#### **Provider Quarterly Reports**

The Provider Quarterly Reports have been redesigned. The 3 key service metrics that are now captured are: billable units by Provider, market share and total number of clients by Provider. Another revision is how SASI data is presented. We also added the number of SASI surveys completed for each Provider (SASI Counts) by quarter.

#### **Home Delivered Meals**

When COVID -19 began to spread during January, Council on Aging proactively put plans and programs in place to ensure meal services to seniors would have minimal or no interruptions.

#### **14-Day Emergency Meal Boxes**

Council on Aging directed all providers of Home Delivered Meals and our contracted caterer to put together 14-day meal boxes. These meal boxes contain nutritious food including protein, fruits, vegetables, and snacks. COA committed to get every Butler County senior receiving Home Delivered Meals or used to attend the closed Congregate Meal sites an Emergency Meal box. COA delivered these boxes in two rounds. Round one of these meals was delivered to Butler County seniors by March 31. The second round of these meals was delivered by May 1. A total of 3,698 of these 14-day emergency meal boxes have been delivered. A third round of deliveries is being planned for late summer/early fall.

#### **Restaurant Meals**

COA was aggressive in putting a back up plan in place in the event there were food supply chain issues or a local kitchen was closed due to an outbreak. Randy contacted LaRosa's corporate offices in early March to see if they were interested in partnering with COA. We agreed on a meal and worked out the pricing and the processes.

All meals would come from their Boudinot Ave restaurant and be picked up by a COA contracted transportation company.

On April 8th a significant storm went through southwest Ohio. On April 9<sup>th</sup> we were notified that there was a senior building in Mt. Healthy that was without power and had no way to prepare food for their 50 residents. COA called LaRosa's at 11:00 am and by 2:00 pm, 50 hot, ready to eat meals were delivered to the residents. At 4:00 we received a call that there was another building without power. By 6:00 that evening another 65 meals were delivered by LaRosa's.

We developed a similar program with Taste of Belgium for the month of May. We chose Taste of Belgium because they had also had a diverse menu which included breakfast items.

Butler County senior buildings have received 1,838 restaurant meals to date. COA delivered 529 LaRosa's meals and 1,309 Taste of Belgium meals. Senior buildings served restaurant meals include:

Petty Plaza  
Henry Long Tower  
Dayton Lane Gardens  
J.Ross Hunt Tower  
The Townhouse  
Central Connections  
Belle Tower  
Talaford Manor

Freedom House  
Sherman Manor  
Trinity Manor  
Dublin House  
Harding House  
Anthony Wayne  
Mayfield Village

On June 15, we will begin delivering food prepared by Frisch's restaurant to our area senior buildings.

Partners in Prime was placed on hold for new referrals on October 23, 2019. We continue to work closely with Partners in Prime regarding their Quality Action Plan (Q.A.P.). Their subcontractor, Unidine, has replaced all onsite management staff.

On Monday, February 10 we conducted an unannounced visit. We were met by the new Head Cook, Megan Walker. Megan has tremendous experience and knowledge. The kitchen had no findings. The hold on new referrals was lifted on February 11, 2020. The new staff are submitting weekly reports to COA.

Partners in Prime reports they sent an extensive survey to all Home Delivered Meal clients in an effort to gather data on specific questions regarding their HDM program.

We are working with Central Connections on a strategy to improve their quality scores on the SASI surveys.

### **Electronic Monitoring Systems**

The contract with Guardian has been extended through Sept 30, 2021, with no increase in pricing.

### **Transportation**

Wesley has discontinued their Transportation program, effective June 30, 2020. All clients are being transitioned to another provider.

### **2019 Request for Proposal Schedule**

All scheduled 2020 RFP's have been postponed at this time. We did not want to place an unnecessary burden on the providers serving our clients. Additionally, uncertainty with the economy is not conducive for getting good pricing.

**Butler County Elderly Services Program**  
**2019 Annual Structural Compliance Review Results**

Butler County Provider List	Review Frequency	2019 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
Advanced Medical	Biennial	1/29/2019	Durable Medical Equip	n/a	n/a	n/a	yes
A Miracle Home Care	Annual	5/1/2019	Home Care Assistance	n/a	n/a	n/a	yes
Partner In Prime	Annual	5/8/2019	Home Delivered Meals and Independent Living Assistance	Violation-Kitchen inspection and interview with staff found violations of HACCP principles. Dirty cart with uncovered food, improper storage of food in walk-in refrigerator, questionable food cooling practices, incomplete temperature records, incorrect knowledge of food safety rules, lack of supervisory oversight.	Corrective action plan and deficiencies identified	Continued close monitoring of kitchen operations; including management oversight. New staff brought in by subcontractor Unidine. Will continue announced and unannounced visits to insure compliance.	In Process
Littleton Respiratory Homecare Inc.	Biennial	5/17/2019	Durable Medical Equip	n/a	n/a	n/a	yes
Active Day of Fairfield	Annual	6/17/2019	ADS & Transportation	n/a	n/a	n/a	yes
All Gone Termite & Pest Control	Biennial	6/26/2019	Environmental Services	Sanction Missing database checks and BCI report	Plan of Correction BCII reports and database checks	n/a	yes
American Ramp Systems	Biennial	7/26/2019	Minor Home Modifications and Durable Medical Equipment	n/a	n/a	n/a	yes
Assisted Living Black Stone	Annual	4/15/2019 through 4/17/2019	Home Care Assistance	Sanction HCA late supervisor visits	Corrective Action Plan completed and closed	n/a	yes
Bayley Adult Day	Annual	10/2/2019	Adult Day Services and Adult Day Service Transportation	n/a	n/a	n/a	yes
Bernens Medical	Biennial	12/18/2019	Home Medical Equipment	n/a	n/a	n/a	yes
Central Connections (Middletown Area Sr Citizens, Inc.)	Annual	1/31/2019 thru Feb 1, 22019	Home Delivered Meals, Independent Living Assistance and Transportation	n/a	n/a	n/a	yes
Custom Elevator	Biennial	8/15/2019	Minor Home Modifications	n/a	n/a	n/a	yes
Guardian Medical Monitoring	Biennial	N/A	Emergency Response Services (ERS)	In Process	In Process	In Process	In Process
Helping Hands HealthHome Care Assistancere, Inc.	Annual	8/19/2019	Home Care Assistance	n/a	n/a	n/a	yes
Home Care Network, Inc	Annual	10/21/2019	Home Care Assistance	n/a	n/a	n/a	yes
Home First	Biennial	6/7/2019	Environmental Services and Minor Home Modification Services	n/a	n/a	n/a	yes

Butler County Provider List	Review Frequency	2019 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
Interim HomeStyles of Greater Cincinnati	Annual	4/3/2019	Home Care Assistance	n/a	n/a	n/a	yes
Ken Bryan Construction	Biennial	2/6/2019	Minor Home Mod	n/a	n/a	n/a	no
Lifespan CM & Screening	Annual	3/11/2019	Care Management & ILA Services	n/a	n/a	n/a	yes
Lifespan ESP ILA	Annual	3/11/2019	Care Management & ILA Services	n/a	n/a	n/a	yes
Meda-Care Transportation	Annual	8/28/2019	Transportation	n/a	n/a	n/a	yes
MedAdapt	Biennial	7/23/2019	Home Medical Equipment and Minor Home Modification	Violation Late Database Checks	Corrective Action Plan completed and closed	n/a	yes
Milt's Termite and Pest Control	Biennial	10/25/2019	Environmental Services - Pest	n/a	n/a	n/a	yes
Mullaney's Pharmacy and Home Health Care	Biennial	8/22/2019	Home Medical Equipment	n/a	n/a	n/a	
Nova Home Care Co. 2020	Annual	11/20/2019	Home Care Assistance	n/a	n/a	n/a	yes
Otterbein Lebanon Adult Day Service	Annual	3/8/2019	Adult Day Services and Adult Day Service Transportation	n/a	n/a	n/a	yes
Oxford Senior Citizens, Inc.	Annual	7/9/2019	ADS/ ADS Trans	n/a	n/a	n/a	yes
Oxford Seniors Community Adult Day Service	Annual	7/9/2019	ADS/ ADS Trans	n/a	n/a	n/a	yes
Prime Home Care, LLC	Annual	12/12/19	Home Care Assistance	n/a	n/a	n/a	yes
Senior Deserved Day	Annual	7/1/19	ADS/ ADS Trans	n/a	n/a	n/a	yes
Stateline Medical Equipment	Biennial	12/4/19	Minor Home Modification	Sanction late BCII report	Corrective Action Plan completed and closed	n/a	yes
Tri-State Maintenance	Biennial	10/2/19	Minor Home Modification	n/a	n/a	n/a	yes
Warren County Community Services, Inc.	Annual	3/18/19	Home Delivered Meals, Transportation and Care Management	n/a	n/a	n/a	yes
Wesley Community Services	Annual	3/26/19	Home Delivered Meals, Independent Living Assistance, non-Emergency Medical Transportation, and non-Medical Transportation	Missing Status and Credit reports for multiple clients, unsupported units= 10 units	Obtained reports and updated policies and procedures, Corrective Action Plan completed and closed	n/a	yes