CALL TO ORDER / WELCOME	Kathi Spirk
APPROVAL OF MINUTES ❖ December 17, 2019 Minutes (Action Needed)	Kathi Spirk
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Provider Quality Report ❖ Provider Network Report - 2020 services with a capacity problem (Action Needed) ❖ Five-Year Levy Projections ❖ Market Penetration	Ken Wilson & Carl McCullough Randy Quisenberry Randy Quisenberry Ken Wilson Ken Wilson

OLD BUSINESS
❖ Follow Up from March Cancelled Meeting
   - Maximum Reimbursement Rates
   - Updated Sliding Fee Scale
   - Conflict of Interest & Confidentiality Forms
	Ken Wilson

NEW BUSINESS
❖ 2019 Impact (Annual) Report
❖ Coronavirus Impact
❖ Service Improvements
   - On Demand Transportation
   - LiveWell Collaborative
      ➤ Consumer Directed Care Enhancements
❖ Committee Chair
	Ken Wilson
	Ken Wilson
	Ken Wilson
	
	Kathi Spirk

HEARING THE PUBLIC	Kathi Spirk
ADJOURNMENT	Kathi Spirk

NEXT MEETING
September 15, 2020

ATTENDANCE

Members Present:
Bob Baker
Gene Breckel
Sue Caplinger
Tim Hawk
Larry Roddy
Kathi Spirk, Chair
Duane Weyand

COA Staff:
Haley Allgood
Randy Quisenberry
Ken Wilson

Guests:
Jane Newkirk, CCCAP
Randy Riley, CCCAP

Excused:
Carol Weber

Facilitator:
Kathi Spirk

Scribe:
Ken Wilson

Absent:

CALL TO ORDER

The December 17, 2019 meeting of the CCESP Advisory Council was called to order by Kathi Spirk, Chair, at 9:00 a.m.

APPROVAL OF MINUTES

The September 24, 2019 meeting minutes were reviewed and approved as submitted.

QUARTERLY REPORTS

Program Dashboard & Financial Report

Ken reviewed the program dashboard report. He noted the significant program growth of 10% over last year. There were 44 new program enrollments. The cost per client grew to $314.23 because of two factors: 1. Late billing for consumer directed care, and 2. Increases to home delivered meals, homemaker, and personal care rates.

The Fast Track Home Data was reviewed including 12 enrollments, and 23.1% disenrollments to ESP. Ken noted that the drop in the % enrolling in ESP is closer to the norm that the prior two quarters. The average number of days to enrollment is 11, and 20 days to start home care services. Larry Roddy pointed out that this has improved a lot over the past few years.

Ken reviewed the YTD financials and pointed out that at the end of the third quarter, we were projected to be $6,670 over budget because of 11 more clients that projected and cost being $3.81 higher. Ken noted that after reviewing October expenses, we are projected to end the year right on budget. There

was some discussion about program sustainability given the growth in seniors and cost that we have seen this year.

Provider Network Report

Randy reviewed the provider network report. He shared a couple examples of excellent service from home care aides, and the recognition from COA for their service. Randy reviewed the RFP plan for 2020, and the bidding criteria that would be used. He also reviewed the planned schedule of provider reviews. Duane Weyand asked about vulnerability of only having one bidder for home delivered meals. Ken explained that there could be other bidders because there are national vendors who deliver meals on wheels in Clinton County such as Mom's Meals. We have not had other bidders because of our requirements which include things such as the ability to deliver daily, and taking the meal into the house.

Provider Quality Report

Randy reviewed the 3rd quarter provider network report results. He highlighted improvements to the report including color coded benchmarks.

Market Penetration Report

Ken reviewed the market penetration report which shows that Clinton County is leading the region in serving the community needs. It also demonstrates the outreach success with the growth in 2018 and 2019. Ken explained how census data is used to predict future program demand. Duane asked if there were better sources of data besides census data. Ken explained how the census is collected and used by Scripps at Miami University to predict disability rates in the population.

Five-Year Levy Projections

Ken reviewed the five year levy projections. They show that the fund balance is being spent down, and that a waiting list might be needed in 2021. Ken walked thru all the numbers explaining where they come from, and how the fund balance is calculated. Ken explained that the projection will continue to be updated as RFPs are completed, and updates from the county auditor are received. Kathi pointed out that it has been a long time that the levy has been flat funded, and that it's amazing how long we have gone without a waiting list.

Community Engagement

Haley reviewed the community engagement report. She pointed out that presentations have been made at all county senior centers this year. She reported that meetings with professional organizations such as Hospice has also been helpful. Randy suggested attending the economic council at the Hampton Inn. Larry encouraged COA to also educate the community about options beyond the ESP levy, and to include information about PASSPORT and other state and federally funded options for seniors.

OLD BUSINESS

Home Medical Equipment Six Month Review

Randy reviewed the Home Medical Equipment report. He pointed out improvements resulting from the RFP, and a $13,600 savings in Clinton County.   There were no questions about the report.

Adult Day Service RFP Results

Randy reviewed the Adult Day Service RFP, which resulted in a 25% increase in price. The increase is in line with other providers in the region, which suggests the rate had been too low. Duane asked how the availability of Adult Day in Clinton County compared to other counties. Ken reported that the centers in other counties are often not convenient. Sue pointed out that sometimes seniors cross county lines to receive adult day services.

NEW BUSINESS

Maximum Reimbursement Rates

Ken reviewed the maximum reimbursement rates. There were no questions.

Kinship Meals and Senior Farmers Market Program

Randy reported on a new federally funded home delivered meal option for older adults who care for children called Kinship meals. The program is limited in funding but serving a growing need. Kathi asked for information about this program be shared with Child Protective Services.

Randy gave an overview of two new programs funded by the Ohio Department of Aging. Council on Aging has been working to bring the Senior Farmers Market program to our area. There is a new model that will allow farmers to deliver fresh fruits and vegetables directly to the senior, and the traditional model that will give vouchers to seniors to shop at local farmer markets.

Program Evaluation

Ken reviewed a plan to evaluate the ESP program. He asked that members submit any additional questions they would like to have added. Duane asked about cost. Ken said the evaluation would be funded by Council on Aging, and not impact the budget.

2020 Meeting Dates

Kathi reviewed the draft 2020 dates. The March 17th date conflicts with the primary election. Kathi asked that date to be changed (possibly to a week earlier) to avoid that conflict.

Action: COA will reschedule the March meeting to a different week.
After Meeting Follow Up: The meeting was rescheduled for March 24, 2020

HEARING THE PUBLIC

Randy and Jane stated they were happy to be at the meeting and felt the Council was doing a great job. Duane mentioned that Cindy Sutton from the Blanchester Center had left him a message about the center not having any heat. The committee briefly discussed possible funding options.

ADJOURNMENT

There being no further business, the meeting adjourned at 10:24 a.m. after a motion from Gene and second from Duane.

NEXT MEETING

March 17, 2020 (looking to change this to a week earlier).

Clinton County ESP
Program and Financial Report

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

Clinton 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 increased by 66 clients (from 397 to 463) or 16.62%.

B. Compared to last quarter (Quarter 4, 2019), census has increased by 30 clients (from 433 to 463) or 6.93%.

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 5 short-term clients.
      2. New enrollments includes 5 short-term clients.
      3. No short-term clients disenrolled during Quarter 1, 2020.

2. Fast Track Home

A. Average length of stay has decreased by 2 days to 48 days compared to Quarter 4, 2019 (from 50 to 48).

B. New Enrollments have decreased by 1 compared to Quarter 4, 2019 (from 19 to 18).

C. Total clients who transferred into ESP from FTH increased from Quarter 4, 2019 (from 3 to 11).

3. 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. Home Medical Equipment
      7. Medical Transportation

4. Financials

A. <u>Total Revenue:</u> The amount needed to be drawn down from the levy is $1.68 million through the first quarter, as compared to the budgeted amount of $1.61 million. The variance is over budget by $65,447 or 4%.

B. <u>Total Expenses:</u> The projected expenses incurred through the first quarter is $1.9 million as compared to $1.8 million in the budget. The variance is over budget by $181,029 or 10%.

C. <u>Purchase Services:</u> The projected expenses were higher than budgeted by $215,987 or 17% as compared to budget.

D. March included $15,495 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 infomation about services provided during the pandemic is available.

Quarter-End Census by Program

Year	2019			2020
Quarter	2	3	4	1
ESP	**422**	**440**	**433**	**463**
FTH	**13**	**7**	**9**	**5**
Medicaid Programs	**123**	**116**	**121**	**112**
Passport	15	13	18	9
Assisted Living	1	1	2	2
Molina	35	34	31	35
Aetna	72	68	70	66

Quarter-End Census, New Enrollments, and Disenrollments

Year	2019			2020
Quarter	2	3	4	1
Quarter-End Census	422	440	433	463
New Enrollments	58	44	42	56
Disenrollments	34	35	37	38

Disenrollment Outcomes

Year	2019			2020
Quarter	2	3	4	1
Client Refused/Declined Services	2	1	1	1
Deceased	5	8	14	14
Dissatisfied with Svc/Program	0	1	4	0
Entered Nursing Facility	8	5	4	7
Moved or No Longer Eligible	6	5	2	1
Need Otherwise Met	5	8	8	10
Transferred to PSP/Other Program	6	7	4	5
All Other Reasons Not Listed	2	0	0	0
Total	**34**	**35**	**37**	**38**
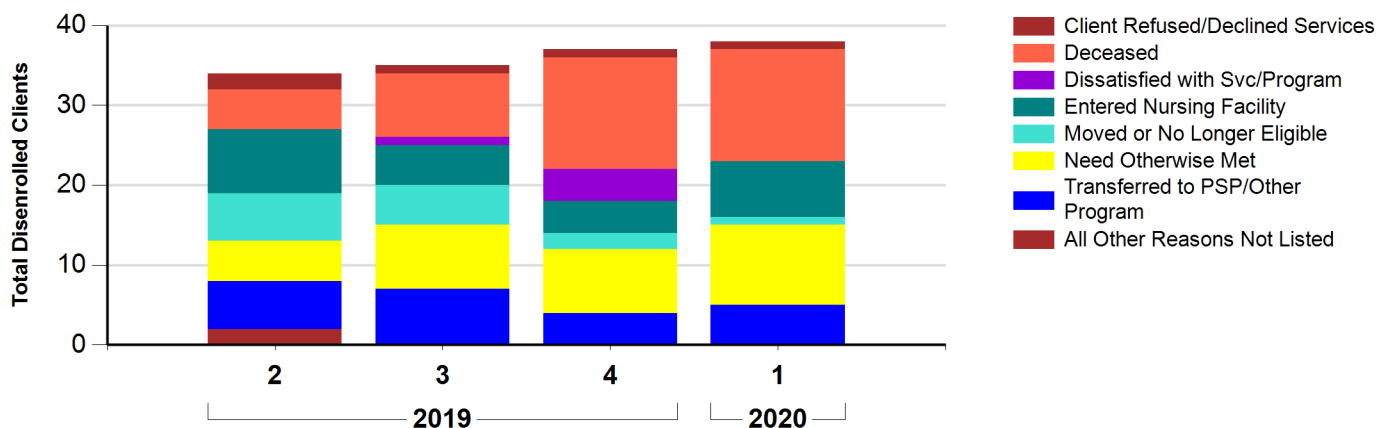
Average Monthly Cost per Client[1]

$294.31 $314.23 $319.01 $345.78
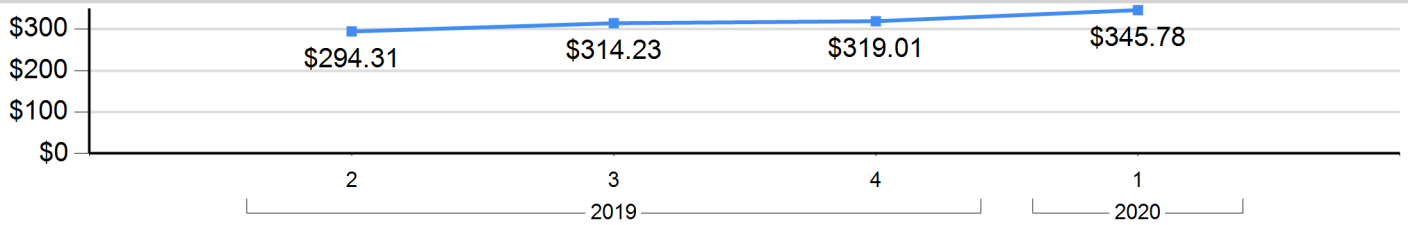
Distinct Clients Served by Service Group[1]

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	18	17	18	19
Electronic Monitoring	317	326	338	341
Home Care	253	261	279	283
Home Delivered Meals	111	117	124	138
Home Medical Equipment	9	6	5	4
Medical Transportation	2	11	5	2
Other Services	17	27	24	23
All Services (Unduplicated)	**431**	**442**	**457**	**473**

Units Billed by Service Group[1][2] *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	1,878	2,020	1,689
Electronic Monitoring	902	982	1,043	1,045
Home Care	5,182	5,607	5,768	5,961
Home Delivered Meals	7,383	7,817	8,423	8,474
Home Medical Equipment	14	8	5	4
Medical Transportation	N/A	N/A	N/A	N/A
Other Services	386	422	321	521

Dollars Paid by Service Group (Purchased Services)[1]

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	$11,818	$28,614	$49,103	$23,716
Electronic Monitoring	$19,385	$21,534	$23,285	$24,057
Home Care	$148,472	$161,071	$170,095	$193,227
Home Delivered Meals	$57,761	$61,931	$75,225	$93,912
Home Medical Equipment	$2,531	$2,206	$1,975	$1,849
Medical Transportation	$609	$3,256	$1,066	$766
Other Services	$26,170	$28,829	$36,835	$36,580
All Services	**$270,666**	**$307,441**	**$357,584**	**$374,107**

[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.
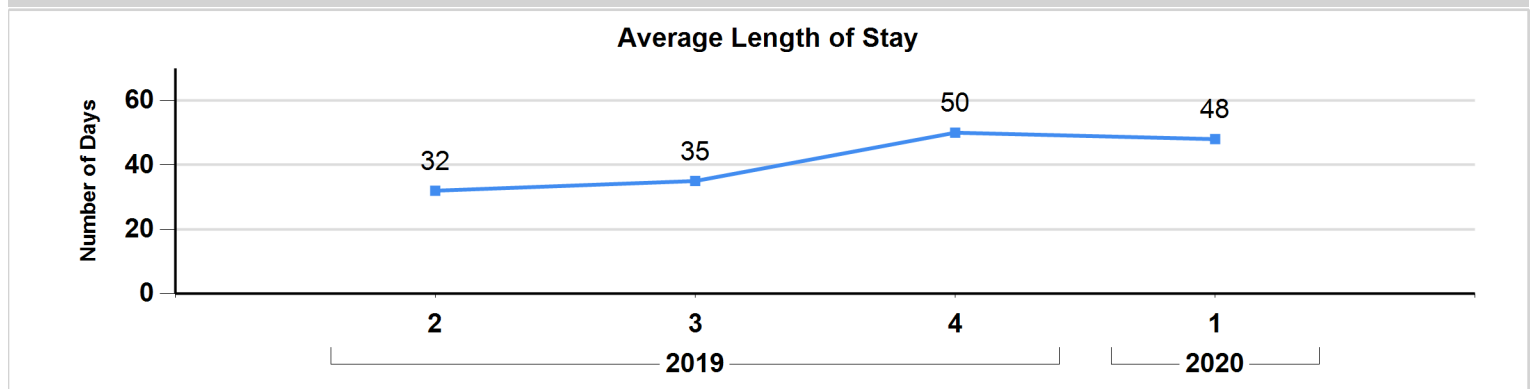
Clinton County ESP FTH
Quarter 1, 2020 (Jan. - Mar. 2020)
FAST TRACK HOME CENSUS TRENDS

Total Clients Served, New Enrollments, Disenrollments

	2019			2020
	Quarter 2	Quarter 3	Quarter 4	Quarter 1
New Enrollments	18	12	19	18
Disenrollments	18	14	16	22
Clients Transferred Into ESP	12	3	3	11
	66.7%	21.4%	18.8%	50.0%

Enrollment by Setting

	2019			2020
Enrollment Setting	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Bethesda North	0	0	0	1
Clinton Memorial Hospital	12	5	10	12
Community Enrollment	1	0	0	0
Not Captured	4	4	1	0
Other Hospital	1	2	1	2
Skilled Nursing Facility	0	0	1	1
The Christ Hospital	0	0	1	1
Overall Total	18	11	14	17

Fast Track Home Key Indicators

Average Length of Stay

Line chart titled "Average Length of Stay" showing Number of Days on the y-axis (0 to 60). Values: 2019 Quarter 2 = 32, Quarter 3 = 35, Quarter 4 = 50, 2020 Quarter 1 = 48.

Distinct Clients Served by Service Group

| Year	2019			2020
Quarter	2	3	4	1
Electronic Monitoring	7	4	8	6
Home Care	9	7	8	11
Home Delivered Meals	6	7	14	8
Home Medical Equipment	1	0	0	0
Home Modification	1	0	2	0
All Services (Unduplicated)	**14**	**12**	**20**	**18**

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

Year	2019			2020
Quarter	2	3	4	1
Electronic Monitoring	16	12	16	10
Home Care	85	44	41	58
Home Delivered Meals	164	132	354	196
Home Medical Equipment	1	0	0	0
Home Modification	1	0	2	0

Dollars Paid by Service Group (Purchased Services)

Year	2019			2020
Quarter	2	3	4	1
Electronic Monitoring	$283	$156	$215	$161
Home Care	$2,338	$1,192	$1,180	$1,681
Home Delivered Meals	$1,258	$1,037	$3,026	$1,727
Home Medical Equipment	$42	$0	$0	$0
Home Modification	$460	$0	$925	$0
All Services	**$4,380**	**$2,385**	**$5,346**	**$3,569**

Average Number of Days from Intake Call to the Enrollment Assessment
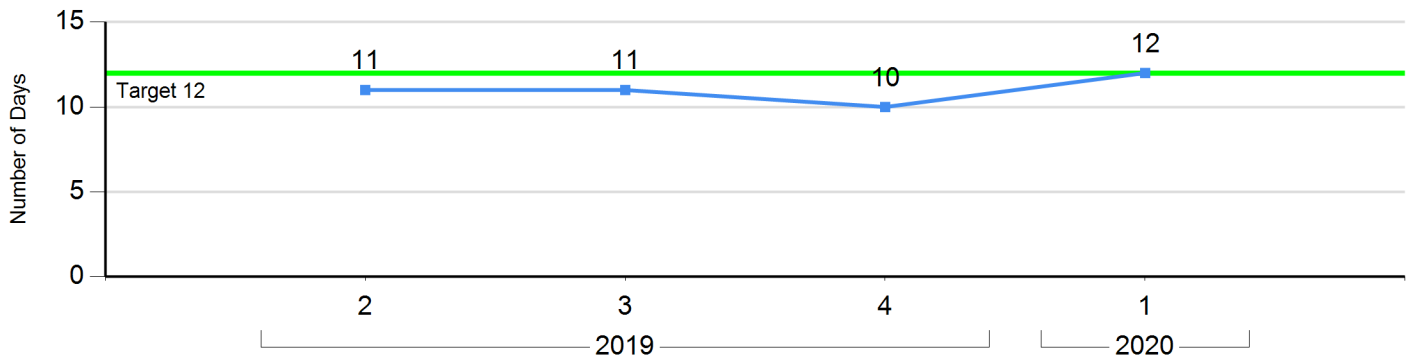
Average Number of Days from Enrollment to Authorization of Services
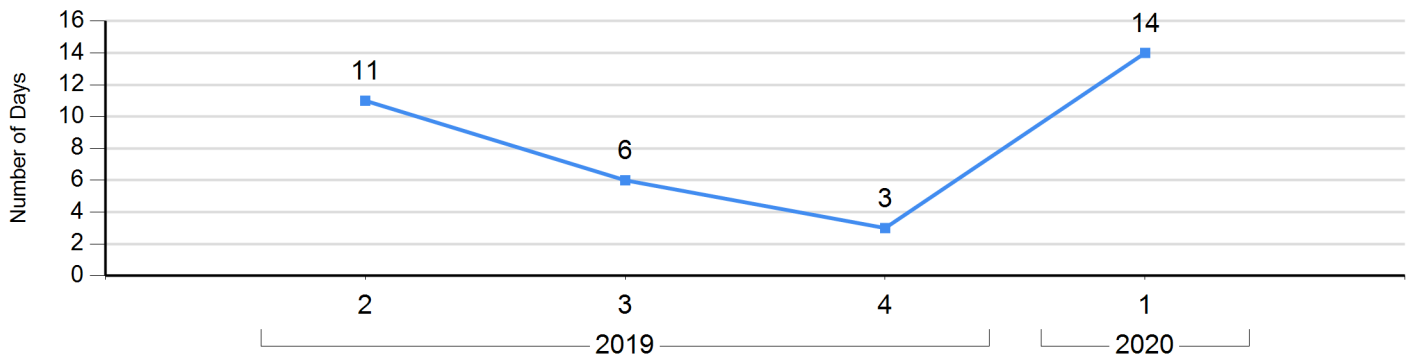
Average Days from Enrollment to Authorization of a Specific Service[1]
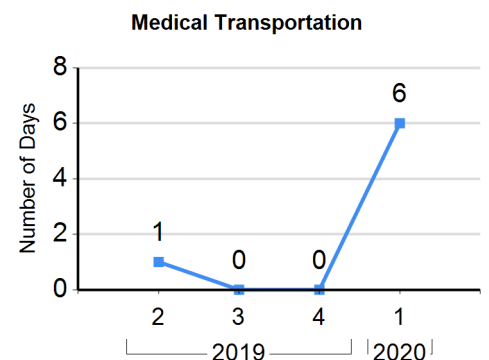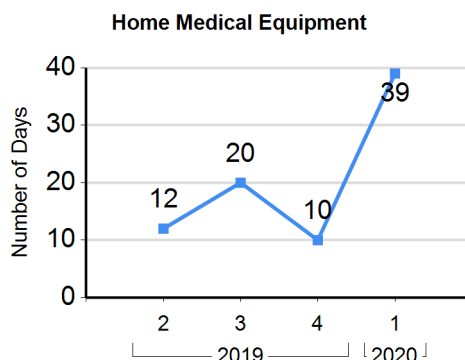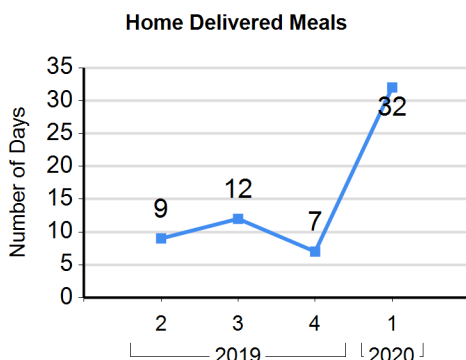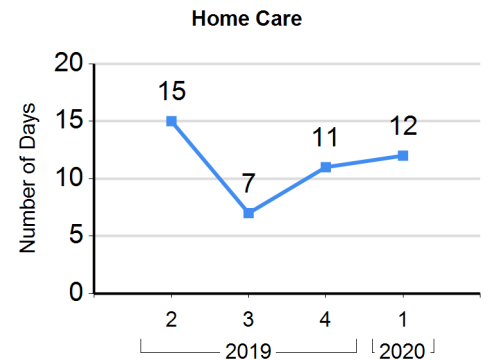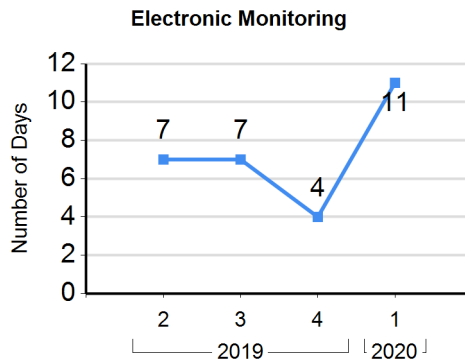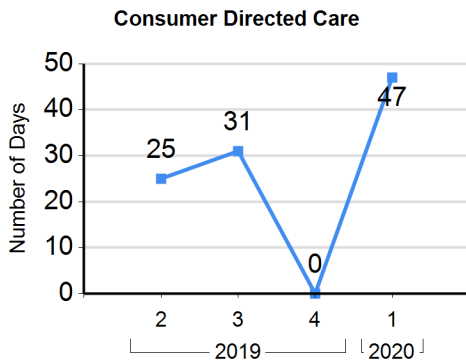
[1] In some cases, clients may request additional services after enrollment or request the start date of a service be later than initially proposed. These requests may push the average number of days between enrollment and start of a given service higher than expected, particularly if sample sizes are small.

Clinton County ESP
Quarter 1, 2020 (Jan. - Mar. 2020)
FINANCIALS: based on actual revenue & expenses as of March 31, 2020[1]

Council on Aging

	Annual Projected	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	$1,679,565	$1,614,117	$65,447	4.1%
Federal & State Funding				
Title III B	$14,097	$15,000	($903)	-6.0%
Title III C2 - Home Delivered Meals	$177,804	$65,718	$112,086	170.6%
Alzheimer's	$872	$805	$67	8.3%
Nutrition Services Incentive Program (NSIP)	$13,930	$15,708	($1,778)	-11.3%
Senior Community Services (SCS)	$14,645	$10,000	$4,645	46.4%
Client Contributions				
Client Donations	$211	$222	($11)	-5.0%
Co-Pays Received	$55,230	$39,656	$15,574	39.3%
Total Revenue	**$1,956,353**	**$1,761,226**	**$195,126**	**11.1%**
Expenses				
Operating Expenses				
COA Administrative	$123,938	$111,366	($12,572)	-11.3%
Intake & Assessment	$3,487	$9,366	$5,879	62.8%
FTH Case Management	$60,072	$55,187	($4,885)	-8.9%
Case Management	$294,207	$340,742	$46,535	13.7%
Total Operational Expenses	**$481,703**	**$516,661**	**$34,958**	**6.8%**
Purchased Services				
Homemaker-Hourly	$559,525	$613,445	53,920	8.8%
Personal Care -Hourly	$88,876	$57,124	(31,752)	-55.6%
Respite-Hourly	$25,498	$2,288	(23,210)	-1014.4%
Home Medical Equipment	$8,364	$17,100	8,736	51.1%
Emergency Response Systems	$95,013	$83,661	(11,352)	-13.6%
Minor Home Modifications	$25,530	$38,477	12,947	33.6%
Chore	$17,918	$1,867	(16,051)	-859.7%
Home Delivered Meals	$449,933	$279,652	(170,281)	-60.9%
Adult Day Service	$64,140	$68,451	4,311	6.3%
Adult Day-Transportation	$0	$0	$0	0.0%
Medical Transportation	$2,761	$5,120	$2,359	46.1%
Consumer Directed Care	$122,995	$77,380	(45,615)	-58.9%
Gross Purchased Services	**$1,460,553**	**$1,244,565**	**($215,987)**	**-17.4%**
Gross Program Expenses	**$1,942,256**	**$1,761,226**	**($181,029)**	**-10.3%**
Client Census	**469***	**458**	**(11)**	**-2.4%**
Cost of Services per Client	**$262.11**	**$217.50**	**($44.61)**	**-20.5%**

[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. <u>Quarter-End Census by Program</u> is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.

    1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.

B. <u>New Enrollments</u> are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.

C. Disenrollment Outcomes

    1. <u>All Other Reasons Not Listed</u> includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Refused or Declined Service, Eviction, Health/Safety, and Unable to Meet Client Need.

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

    3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepency due to reenrollments.

2. Service Trends

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

B. <u>Clients Served by Service Group</u> is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.

C. <u>Home Care</u> includes homemaking, personal care, companion, and respite services.

D. <u>Other Services</u> includes Home Modification, Environmental Services, Adult Day, Adult Day Transportation, Non-Medical Transportation, and Independent Living Assistance.

E. <u>Dollars Paid by Service Group</u> represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. FTH Census Trends

A. <u>Clients Enrolled in ESP</u> is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.

B. <u>Community Enrollment</u> may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

4. FTH Service Trends

A. <u>Other Services</u> includes Non-Medical Transportation, Independent Living Assistance, and Pest Control.

5. Performance Trends

A. <u>Intake Call to the Enrollment Assessment</u>*:* 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. <u>Enrollment to Authorization of Services</u>*:* This metric represents the average number of days from when a client receives an enrollment assessment to when services are authorized.

6. 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.

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 in January, Council on Aging put some proactive plans and programs in place 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 Clinton County senior receiving Home Delivered Meals or attending a Congregate Meal program that was now closed an Emergency Meal box. COA delivered these boxes in two rounds. Round one of these meals was delivered to Clinton County seniors by March 31. The second round of these meals was delivered by May 1. A total of 396 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. A similar program with Taste of Belgium was developed for the month of May. We chose Taste of Belgium because they had also had a diverse menu which included breakfast items, and could be a back-up option should the Caterer (Derringer) have a production failure.

COA delivered a total of 634 restaurant meals to Clinton County seniors; 317 Larosa's meals and 317 Taste of Belgium meals. On June 15, we will begin delivering food prepared by Frisch's restaurant to our area senior buildings.

These meals are funded with Federal funds leveraged by COA for the pandemic.

Electronic Monitoring Systems

We extended the Guardian contract through September 30, 2021 with no increasing in pricing.

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. The economic downturn and uncertainty created by the pandemic is not a good time for fixed pricing.

Potential Capacity Issues

Pursuant to the terms of our contract with the Clinton County Board of Commissioners, COA can request to bring additional providers to the Elderly Services Program to fill capacity needs without a competitive bid process. Council on Aging would like to report the following services have potential to experience provider capacity issues in 2020.

Transportation
Personal Care
Home Making
Respite
Home Delivered Meals
Adult Day Services
Home Modification

Clinton County

PQR

Provider Quality Report

Quarter 1, 2020

Provider Quality Report: Table of Contents

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COA
Council on Aging

Provider Quality Report: Introduction
Clinton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.

- 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
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Clinton County Adult Day Center, Inc.	381	403	304	503	1,590
Total Billable Units	**381**	**403**	**304**	**503**	**1,590**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Adult Day Center, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Clinton County Adult Day Center, Inc.	12	13	11	12	12
Total Distinct Clients Served	**12**	**13**	**11**	**12**	**12**

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Acumen Fiscal Agent	N/A	1,878	2,020	1,689	N/A
Total Billable Units	**N/A**	**1,878**	**2,020**	**1,689**	**N/A**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 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

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	18	17	18	19	18
Total Distinct Clients Served	**18**	**17**	**18**	**19**	**18**

Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	902	982	1,043	1,045	3,972
Total Billable Units	**902**	**982**	**1,043**	**1,045**	**3,972**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 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

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	317	326	338	341	331
Total Distinct Clients Served	**317**	**326**	**338**	**341**	**331**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Clinton County Community Action Program	7,383	7,817	8,423	8,474	32,097
Total Billable Units	**7,383**	**7,817**	**8,423**	**8,474**	**32,097**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	111	117	124	138	123
Total Distinct Clients Served	**111**	**117**	**124**	**138**	**123**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Advanced Medical Equipment, Inc.	2	1	0	4	7
Bernens Medical	5	4	5	7	21
Home First	0	1	0	0	1
Littleton Homecare Supply Inc	7	4	2	1	14
Mullaney's Pharmacy & Home Health Care	1	4	0	1	6
Total Billable Units	**15**	**14**	**7**	**13**	**49**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Advanced Medical Equipment, Inc.	13.33%	7.14%	0	30.77%
Bernens Medical	33.33%	28.57%	71.43%	53.85%
Home First	0	7.14%	0	0
Littleton Homecare Supply Inc	46.67%	28.57%	28.57%	7.69%
Mullaney's Pharmacy & Home Health Care	6.67%	28.57%	0	7.69%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	2	1	0	3	2
Bernens Medical	4	4	5	6	5
Home First	0	1	0	0	1
Littleton Homecare Supply Inc	3	2	2	1	2
Mullaney's Pharmacy & Home Health Care	1	2	0	1	1
Total Distinct Clients Served	**10**	**10**	**7**	**11**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Home First	3	7	8	3	**21**
MedAdapt Ltd.	0	2	1	0	**3**
People Working Cooperatively, Inc.	0	0	1	0	**1**
Stateline Medical Equipment	0	1	2	0	**3**
Tri-State Maintenance	1	1	1	0	**3**
Total Billable Units	**4**	**11**	**13**	**3**	**31**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Home First	75.00%	63.64%	61.54%	100.00%
MedAdapt Ltd.	0	18.18%	7.69%	0
People Working Cooperatively, Inc.	0	0	7.69%	0
Stateline Medical Equipment	0	9.09%	15.38%	0
Tri-State Maintenance	25.00%	9.09%	7.69%	0
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Home First	3	7	7	3	**5**
MedAdapt Ltd.	0	2	1	0	**2**
People Working Cooperatively, Inc.	0	0	1	0	**1**
Stateline Medical Equipment	0	1	2	0	**2**
Tri-State Maintenance	1	1	1	0	**1**
Total Distinct Clients Served	**4**	**11**	**12**	**3**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Assisted Care by Black Stone	678	595	462	709	2,443
Clinton County Community Action Program	2,908	2,891	2,636	2,497	10,931
First Community Health Services, LLC	235	238	209	161	842
Gabriel's Angels Homecare, LLC	640	571	659	743	2,613
Katy's Home Health Care LLC	109	365	633	753	1,859
Total Billable Units	**4,569**	**4,659**	**4,599**	**4,862**	**18,688**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Assisted Care by Black Stone	14.83%	12.77%	10.05%	14.57%
Clinton County Community Action Program	63.65%	62.05%	57.32%	51.35%
First Community Health Services, LLC	5.14%	5.10%	4.54%	3.30%
Gabriel's Angels Homecare, LLC	14.00%	12.26%	14.32%	15.29%
Katy's Home Health Care LLC	2.37%	7.82%	13.77%	15.48%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	30	26	24	24	26
Clinton County Community Action Program	160	156	159	155	158
First Community Health Services, LLC	13	11	9	9	11
Gabriel's Angels Homecare, LLC	27	26	28	31	28
Katy's Home Health Care LLC	11	29	42	48	33
Total Distinct Clients Served	**241**	**248**	**262**	**267**	**51**

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units

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

Market Share

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

Distinct Clients Served

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

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Assisted Care by Black Stone	377	331	235	206	**1,149**
First Community Health Services, LLC	57	34	76	63	**229**
Katy's Home Health Care LLC	144	448	630	704	**1,926**
Total Billable Units	**578**	**813**	**941**	**972**	**3,303**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	
Assisted Care by Black Stone	65.24%	40.74%	24.95%	21.19%	
First Community Health Services, LLC	9.83%	4.15%	8.05%	6.43%	
Katy's Home Health Care LLC	24.94%	55.10%	66.99%	72.38%	
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	26	19	16	14	**19**
First Community Health Services, LLC	4	4	4	3	**4**
Katy's Home Health Care LLC	11	16	30	31	**22**
Total Distinct Clients Served	**41**	**39**	**50**	**48**	**15**

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Milt's Termite & Pest Control	0	1	1	5	7
Total Billable Units	**0**	**1**	**1**	**5**	**7**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Milt's Termite & Pest Control	0	100.00%	100.00%	100.00%
Market Share	**0**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Milt's Termite & Pest Control	0	1	1	2	1
Total Distinct Clients Served	**0**	**1**	**1**	**2**	**1**

Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Assisted Care by Black Stone	0	16	36	0	52
First Community Health Services, LLC	20	18	14	2	54
Katy's Home Health Care LLC	16	102	179	125	422
Total Billable Units	**36**	**136**	**229**	**127**	**527**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Assisted Care by Black Stone	0	11.81%	15.72%	0
First Community Health Services, LLC	54.93%	13.28%	6.11%	1.57%
Katy's Home Health Care LLC	45.07%	74.91%	78.17%	98.43%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	0	1	1	0	1
First Community Health Services, LLC	1	1	1	1	1
Katy's Home Health Care LLC	1	4	6	6	4
Total Distinct Clients Served	**2**	**6**	**8**	**7**	**2**

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
Clinton County Community Action Program	TBD	TBD	TBD	TBD	**TBD**
Total Billable Units	**TBD**	**TBD**	**TBD**	**TBD**	**TBD**

Market Share

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	2	11	5	2	**5**
Total Distinct Clients Served	**2**	**11**	**5**	**2**	**5**

Provider Quality Report: Satisfaction Metrics
Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance				
	2019	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	20	12	12	11
Clinton County Community Action Program	71	48	56	48
First Community Health Services, LLC	5	9	6	3
Gabriel's Angels Homecare, LLC	7	3	9	4
Katy's Home Health Care LLC	1	4	10	21

Home Delivered Meals				
	2019	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	28	24	31	24

Medical Transportation				
	2019	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	1	0	0	1

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	96.5%	92.4%	83.1%	86.1%
Clinton County Community Action Program	99.2%	99.4%	98.0%	99.2%
First Community Health Services, LLC	90.0%	87.8%	91.7%	86.7%
Gabriel's Angels Homecare, LLC	92.9%	100.0%	97.6%	62.5%
Katy's Home Health Care LLC	100.0%	92.5%	90.9%	93.7%

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
Assisted Care by Black Stone	95.0%	83.3%	81.8%	66.7%
Clinton County Community Action Program	100.0%	100.0%	98.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	66.7%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	88.9%	95.2%

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
Assisted Care by Black Stone	95.0%	91.7%	72.7%	81.8%
Clinton County Community Action Program	100.0%	100.0%	96.2%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	66.7%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	66.7%
Katy's Home Health Care LLC	100.0%	100.0%	70.0%	90.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?

Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	90.9%	100.0%	81.8%
Clinton County Community Action Program	100.0%	97.9%	91.1%	97.9%
First Community Health Services, LLC	80.0%	88.9%	83.3%	100.0%
Gabriel's Angels Homecare, LLC	85.7%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	25.0%	60.0%	85.7%

Do you like the way your aide treats you?

Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	91.7%	91.7%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	91.7%	91.7%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	50.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Does your aide do a good job?

Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	100.0%	91.7%	100.0%
Clinton County Community Action Program	98.6%	100.0%	98.2%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

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

Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	100.0%	91.7%	100.0%
Clinton County Community Action Program	98.6%	97.9%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	80.0%	91.7%	60.0%	66.7%
Clinton County Community Action Program	98.6%	97.9%	96.2%	95.7%
First Community Health Services, LLC	40.0%	88.9%	83.3%	33.3%
Gabriel's Angels Homecare, LLC	71.4%	100.0%	87.5%	33.3%
Katy's Home Health Care LLC	100.0%	100.0%	90.0%	94.7%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?

Historical Average: 89.6% ½ Historical Standard Deviation: 6.4%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	100.0%	91.7%	75.0%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	100.0%
Gabriel's Angels Homecare, LLC	71.4%	100.0%	100.0%	50.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

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

Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Assisted Care by Black Stone	95.0%	91.7%	75.0%	90.9%
Clinton County Community Action Program	95.8%	100.0%	100.0%	97.9%
First Community Health Services, LLC	80.0%	77.8%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	25.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

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

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

Home Delivered Meals SASI Scores

Overall Percentage

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	97.8%	98.4%	98.8%	97.3%

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5%
½ Historical Standard Deviation: 1.4%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	90.9%

Are your meals good?

Historical Average: 94.6%
½ Historical Standard Deviation: 2.1%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	96.4%	91.7%	96.8%	95.8%

Can you depend on your meals driver?

Historical Average: 99.4%
½ Historical Standard Deviation: 0.6%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 97.9%
½ Historical Standard Deviation: 1.6%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	95.5%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Do you eat your home delivered meals?

Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	100.0%	100.0%	100.0%

Do you have a good choice of meals?

Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	92.9%	95.8%	96.8%	95.8%

Do your meals help you follow a healthy diet?

Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 97.1% ½ Historical Standard Deviation: 1.6%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	100.0%	96.8%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Can you depend on your transportation service?				
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%	**2019**	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you feel safe and secure during your ride?				
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	**2019**	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6% ½ Historical Standard Deviation: 2.5%	**2019**	**2019**	**2019**	**2020**
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

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

Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	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%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you like the way your driver treats you?

Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

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

Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2019	2019	2019	2020
Provider Name	**Q2**	**Q3**	**Q4**	**Q1**
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1% ½ Historical Standard Deviation: 4.5%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Is the ride a pleasant experience?				
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8% ½ Historical Standard Deviation: 2.4%	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

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

Appendix A: Methodology for SASI Analysis
Clinton County ESP

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

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

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

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

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

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

7. Color coding was first applied to the Quarter 3, 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
Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019

Clinton County Elderly Services Program
Levy Projection

	Year 1 2018 Actual	Year 2 2019 Actual	Year 3 2020 Proj.	Year 4 2021 Proj.	Year 5 2022 Proj.	Levy Cycle Total
Revenue						
Beginning Fund Balance	**846,174**	**999,493**	**845,697**	**765,841**	**341,833**	**846,174**
Levy Revenue (Cash Basis)	1,248,312	1,241,561	1,241,561	1,241,561	1,241,561	6,214,556
COA Levy Draw	1,094,993	1,365,357	1,668,911	1,665,570	1,573,832	7,368,663
Title III and State Funding (Accrual Basis)	214,499	204,625	217,274	107,231	107,231	850,861
Client Donations (Accrual Basis)	111	193	210	216	200	931
Client Co-Payments (Accrual Basis)	29,143	40,682	55,220	46,362	43,074	214,482
Total Revenue to support ESP	1,338,746	1,610,858	2,289,110	1,819,379	1,724,338	8,434,937
Total Available Revenue (incl. previous year carryover)	**2,338,240**	**2,486,555**	**2,707,457**	**2,161,212**	**1,733,899**	**8,127,004**
COA Operational Expenses						
Provider Services (Accrual Basis)	922,899	1,164,261	1,449,132	1,329,339	1,253,867	6,119,499
FTH Provider Services	29,344	18,998	10,860	9,381	9,589	78,173
Information & Assistance (Accrual Basis)	6,081	1,779	3,487	3,591	3,699	18,637
Care Management (Accrual Basis)	262,757	264,631	294,167	299,081	283,318	1,403,953
FTH Care Management	32,369	59,330	60,072	62,944	64,832	279,546
Program Management (Accrual Basis)	85,296	101,858	123,898	115,043	109,033	535,128
Total COA Operational Expenditures	**1,338,746**	**1,610,858**	**1,941,616**	**1,819,379**	**1,724,338**	**8,434,937**
Federal Transportation Match		30,000	-	-	-	30,000
Estimated Minimum Fund Balance (-1 STD DEV)	-	-	728,748	95,910	(291,461)	
Actual & Estimated Median Fund Balance	999,493	845,697	765,841	341,833	9,561	*9,561*
Estimated Maximum Fund Balance (+1 STD DEV)	-	-	1,002,580	479,833	185,526	
Year Ending Client Census	416	442	468	465	433	

ESP - Assumptions:

1) 2018's five year levy cycle is estimated to have levy revenues of $1.25M. 2019 actuals were updated on 3/4/20 per the Clinton Co Auditor's Office, collections were $1,241,561 ; Title III and State funding is held constant at $107,231 for 2020-2027 (includes$25K for FTH); Q3 and Q4 2019 include the additional $16,000/yr revenue for FTH; Additional Title III funds for COVID response were added for Q2-Q4 of 2020 in the amount of $116,043

2) Traditional ESP census is calculated based on market penetration rates; A rate of 43.8% was used for 2019 ; rates were gradually decreased to achieve a rate of 38% by 2021; rate will be kept constant @ 38% through 2027 - this is necessary to prevent the fund balance from becoming negative at the end of 2022

3) Traditional ESP case management rate is based on the 2018 PMPM actual rate, with a 2% inflation applied in each subsequent year.

4)Administration Costs are charged at 6.75% rate

5) Federal Transportation Match of $30K was authorized for the 2019 year

FTH - Assumptions:

1) FTH Census is projected as a 4 month rolling average for the most recent month, and kept constant for future months: currently projected at 10 cases/month

2) FTH Case management cost is estimated to increase 3% each year

Clinton County Market Penetration 2014 to date
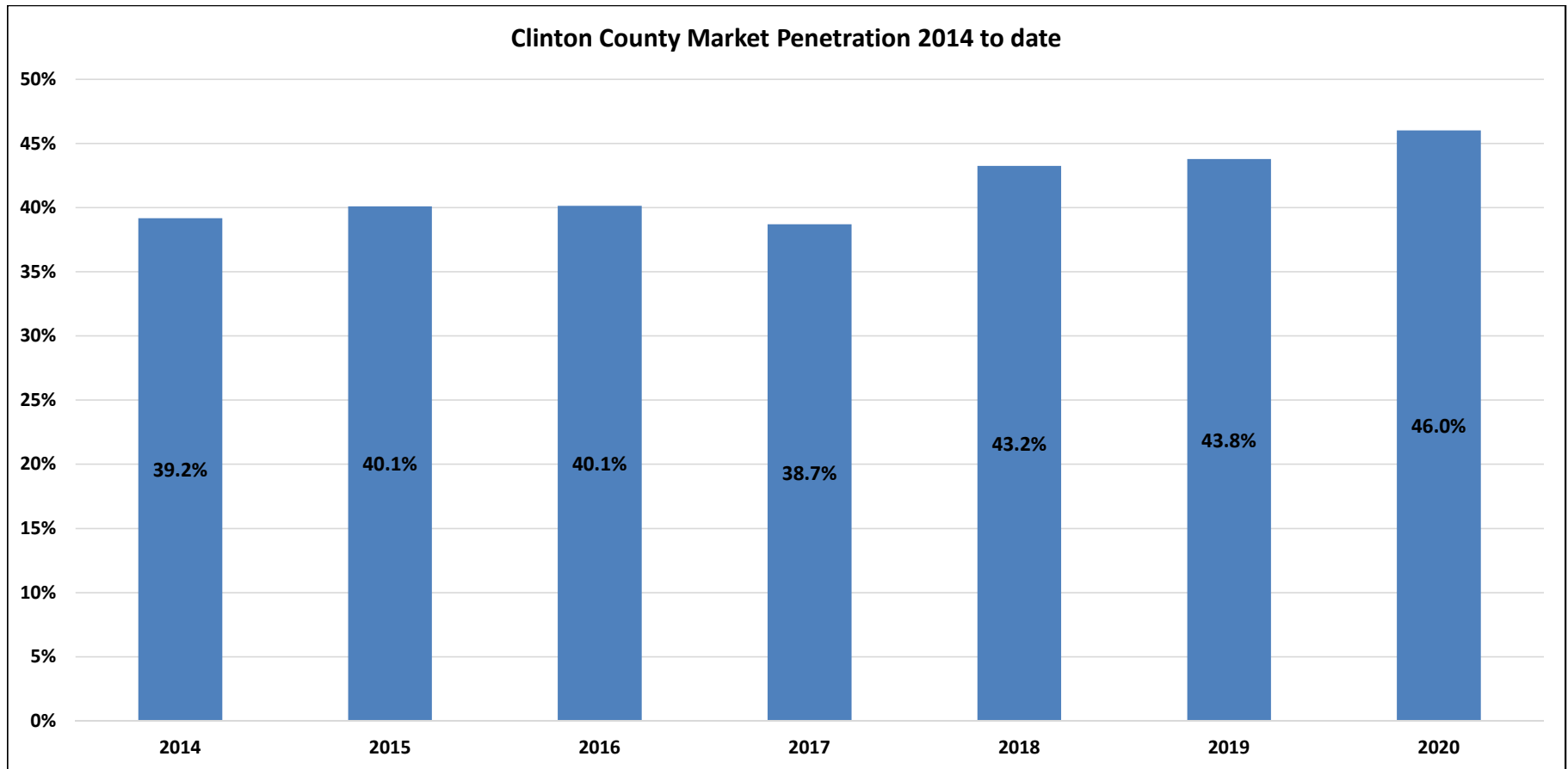
	2014	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**
Projection Estimates	863	883	909	936	962	989	1,015
Total Clients Served	338	354	365	362	416	433	467
Market Penetration	39.2%	40.1%	40.1%	38.7%	43.2%	43.8%	46.0%

New service contracts yield savings in ESP

As ESP's administrator, COA contracts with area organizations to deliver services to clients. Contracts are awarded through a competitive bidding process. In 2019, COA issued Requests for Proposals (RFPs) for five services, including home medical equipment. The RFP process is a time for COA, ESP advisory councils and providers to collaborate on changes that positively impact cost, quality and service levels. For example, when new contracts were awarded for the home medical equipment service, fixed competitive prices were established for most equipment and processes were put in place to ensure insurance plans are billed first, when appropriate. Providers were also required to deliver all equipment to the client, provide education and installation/assembly. The changes resulted in more than $13,600 in savings to ESP.

Program changes, new providers improve access to services

The national shortage of home health aides is disproportionately impacting rural areas, including Clinton County, limiting ESP's ability to provide critical in-home services. COA has sought ways to improve service delivery and options in Clinton County – first in 2018 by allowing clients to hire their own caregivers, and then in 2019 by recruiting and increasing the number of home care agencies in ESP's provider network. As a result, ESP was able to provide an additional 78 clients with essential services such as housekeeping, personal care and respite.

Electronic monitoring systems – more than a lifeline

ESP's electronic monitoring systems (EMS) service makes a real difference for clients like Donald, who has no support nearby. 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. 62 percent of ESP clients have EMS.

"You feel pretty good to have this on. I'm here by myself a lot, but if something happens, you know you've got somebody close by."

–Donald, Clinton County ESP client, about his EMS

FastTrack Home helps seniors and families when it is needed most

COA's innovative FastTrack Home Program helps older adults at a critical time – as they recover at home after a hospital or nursing home stay. Utilizing the existing ESP provider network and services, FastTrack Home has services ready when an older adult is discharged home. This is key because subsequent illnesses, injuries and readmissions are most likely to occur in the first 30 days an older adult returns home. Most FastTrack Home clients need care for a short period of time. As a result, ESP can serve more people with available tax dollars at a lower cost. FastTrack Home also benefits family caregivers who may have other responsibilities, such as work and families, while their loved one recovers at home. In 2019, 74 older adults received care through FastTrack Home.

CLINTON COUNTY ESP CLIENT

STATS 2019

Clinton 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 and 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.

663 CLIENTS SERVED

$1,919 MONTHLY MEAN INCOME

88% AGE 70+

71% FEMALE **29%** MALE

$419/MO OUT-OF-POCKET MEDICAL EXPENSES

609 DAYS AVERAGE TIME ON PROGRAM

55% LIVE ALONE

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

Clinton County Commissioners
Kerry R. Steed, Brenda Woods, Mike McCarty

Clinton County Elderly Services Program Advisory Council
Kathi Spirk, Chair; Larry Roddy, Vice Chair; Deacon Bob Baker; Charles Breckel; Sue Caplinger; Timothy Hawk; Trevor Shoemaker; Carol Weber; Duane Weyand
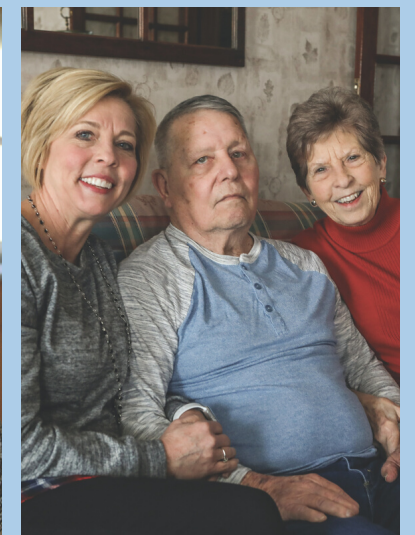
Council on Aging
2333 Rombach Ave., Wilmington, OH 45177, (937) 449-0642, www.help4seniors.org

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CLINTON COUNTY ELDERLY SERVICES PROGRAM

2019

ANNUAL REPORT

The Elderly Services Program (ESP) is a trusted household name in Clinton County, as evidenced by the increase in older adults served by the program. In 2019, ESP provided cost-effective, compassion care that enabled 663 older adults to remain independent in their homes, a 14 percent increase over 2018.

We've been working to bring the benefits of ESP to as many people as possible. ESP's FastTrack Home service helps. It serves seniors at a critical time – as they recover at home after a hospital or nursing home stay. In 2019, FastTrack Home served 74 seniors, with 49 percent enrolling in ESP when their FastTrack Home services ended.

Working with Council on Aging (COA), this advisory council strives to maintain a program that meets the community need while also responsibly managing local tax dollars. As enrollment grows, we've sought ways to better serve clients while bringing costs down. The highlights section of this report outlines some of these efforts.

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 Clinton County a great place to live, for people of all ages.

Kathi Spirk
Chair, Clinton County Elderly Services Program Advisory Council

The Elderly Services Program helps eligible county residents age 65 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 income and assets.

ESP is a community partnership. It's managed by Council on Aging via a contract with Clinton County Commissioners, who appoint a board to advise on program needs and policies. 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

$317
MONTHLY COST FOR
ESP SERVICES

VS.

$6,000+
MONTHLY COST FOR
NURSING HOME CARE

As the program's operator, COA provides: eligibility assessments; care management; program development; provider management; data analytics; financial services; 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: **450 residents**

Support to transition from one care setting to another: **94 clients**

$381,717 Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

Paul and Carolyn

ALS – or Lou Gerhig's Disease – is a progressive disease that slowly robs the brain of its ability to control the body. Ever since Carolyn was diagnosed in 2010, she and her husband, Paul, have been preparing for an uncertain future. They managed on their own with support from the local ALS chapter and their five daughters, but the caregiving responsibilities started to pile up. In 2017, Carolyn was enrolled in ESP. The program provided a number of services to lighten the family's load, giving them time to be a family and focus on other aspects of Carolyn's care. "It's been a great help," said Carolyn's daughter, Carrie. "It's less of a burden when you have meals delivered or a ramp built. There's so many other things to deal with…so even if it's one small thing provided every week, it's a big burden to lift off your shoulders."

Sue

Sue and her ESP home health aide, Debbie, have always had a good relationship. But little did Sue and her family know that it would turn out to be a lifesaving relationship. Linda, Sue's sister, recalls a time when quick-thinking on Debbie's part saved her sister's life. "I don't live with Sue, so I can't always be there. Debbie is certainly someone to be counted on. So much so, that Debbie saved my sister's life."

Visit www.help4seniors.org/CCESP2019 or scan code for full client stories.

How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1998 provides 85 percent of ESP's funding. The most recent tax levy was approved by 76 percent of voters in 2016. The 1.5-mill levy costs property owners $37.67 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 Clinton County, COA leverages state and federal funding to cover 13 percent of ESP expenses. Additional funding comes from voluntary client donations and client co-payments (23 percent of clients make a co-payment based on their income).

Revenue

Federal and State (via Council on Aging)	$204,625
Client Donation	$193
Client Co-payment	$40,682
Clinton County Elderly Services Levy	$1,365,357
TOTAL REVENUE	**$1,610,857**

Expenses

SERVICE*	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	663	4,669 months	$264,631
Electronic Monitoring System	412	4,130 months	$83,040
Homemaking	328	18,094 hours	$532,702
Home-Delivered Meals	192	31,027 meals	$250,712
FastTrack Home Care Management	74	78 months	$59,330
Personal Care	61	2,216 hours	$63,836
Home Medical Equipment	41	63 items	$10,138
Minor Home Repairs	39	46 repairs	$44,240
Consumer-Directed Care**	22	N/A	$110,474
Adult Day Services	16	1,332 days	$67,560
Medical Transportation	13	680 one-way trips	$6,141
Respite	10	553 hours	$8,416
Environmental Services***	2	4 jobs	$6,000
Intake and Assessment	N/A	N/A	$1,779
Administration	N/A	N/A	$101,857
TOTAL EXPENSES			**$1,610,857**

*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.
***Pest control, major housekeeping and waste removal.

"I'm OK here. I like it. I've got all kinds of help – Meals on Wheels, housekeeping – and real good neighbors."

–Gladys, Clinton County ESP Client