

AGENDA
HCESP Advisory Council Meeting
 June 25, 2020 at 2:00 pm – 3:30 pm
 GoTo Meeting

CALL TO ORDER / WELCOME <ul style="list-style-type: none"> ❖ Welcome Janice Hunter ❖ Advisory Council Member Introductions 	Rose Stertz Rose Stertz
APPROVAL OF MINUTES <ul style="list-style-type: none"> ❖ September 26, 2019 Minutes (Action Needed) 	Rose Stertz
QUARTERLY REPORTS <ul style="list-style-type: none"> ❖ Program Dashboard & Financial Report ❖ Provider Quality Report- semiannual ❖ Five-Year Levy Projections ❖ Market Penetration ❖ Outreach Report 	Ken Wilson/Carl McCullough Randy Quisenberry Ken Wilson Ken Wilson Paula Smith
OLD BUSINESS <ul style="list-style-type: none"> ❖ On Demand Transportation ❖ Previous Quarter Reports Discussion <ul style="list-style-type: none"> ➤ Maximum Reimbursement Rates ➤ Updated Sliding Fee Scale ➤ Conflict of Interest / Confidentiality Policy ❖ Senior Farmers Market Program Update 	Sharon Fusco Ken Wilson Jennifer Lake
NEW BUSINESS <ul style="list-style-type: none"> ❖ Coronavirus Impact <ul style="list-style-type: none"> ➤ Provider Network Report ❖ Service Improvements <ul style="list-style-type: none"> - Telehealth Technology - LiveWell Collaborative <ul style="list-style-type: none"> ➤ Consumer Directed Care Enhancements ➤ Caregiver Training ❖ 2019 Annual Report ❖ Chair and Vice Chair Appointments (Action Needed) 	Ken Wilson & Randy Quisenberry Ken Wilson Paula Smith Rose Stertz
HEARING THE PUBLIC	Rose Stertz
ADJOURNMENT	Rose Stertz

NEXT MEETING

September 24, 2020

MINUTES
HCESP ADVISORY COUNCIL MEETING
THURSDAY, SEPTEMBER 26, 2019 @ 2:00 P.M.

ATTENDANCE

Members Present:

Rose Stertz, Chair
Connie Bigony
Matthew Worth

COA Staff:

Sharon Fusco
Jennifer Lake
Carl McCullough
Randy Quisenberry
Ken Wilson

Guests:***Excused:***

Bianca Edwards
Stephen Smookler
Clarissa Rentz

Facilitator:

Rose Stertz

Scribe:

Ken Wilson

Absent:

CALL TO ORDER / INTRODUCTIONS

The September 26, 2019 meeting of the HCESP Advisory Council was called to order by Rose Stertz, Chair at 2:09 p.m.

APPROVAL OF MINUTES

Rose Stertz called for a motion to approve the July 27, 2019 Hamilton County Elderly Services Program (HCESP) Advisory Council minutes as presented.

Motion: Matt Worth

Second: Connie Bigony

Action: The minutes were approved unanimously

REPORTS

Federal Transportation Grant Award

The transportation agenda item was moved up earlier to accommodate Sharon's schedule. Sharon updated the Council on the \$470,000 Federal Transportation Administration award for capital expenditures which will be used to purchase the on-demand software needed for the project. There was discussion about the need for the service, and the complexities of re-designing this service.

Matt offered to make a connection to a local resource that operates transportation logistics.

Program & Financial Report

Ken reviewed the quarterly dashboard report. Highlights included strong program growth of an 80-client net gain from the prior quarter, and 255 from last year. Ken reported that Good Samaritan Hospital recently went live with Fast Track Home. Matt asked why home delivered meals dropped for Fast Track Home. Ken reported this was likely a normal deviation with the short-term Fast Track Home Program. Carl reviewed the financial report which shows the program under budget by 3% because cost per client is currently \$11.82 per month under budget. Matt noted that there weren't any YTD pest control expenses.

Provider Network Update

Randy reviewed the provider network report and provided an update on the Title III RFP, Adult Day Service RFP, and Independent Living Assistance. He noted the provider audit schedule included in the packet. He announced the 6% increase for home care providers. Rose asked how much of that goes to the home care workers. Randy reported this is up to and varies by provider.

Provider Quality Report

Randy reviewed the newly formatted provider quality report. Matt asked how the provider quality report is used. Randy said the reports are shared with providers and reviewed for quality problems. Ken reported there is work underway to use the data to share with older adults and how referrals are distributed.

OLD BUSINESS

Home Delivered Meals RFP Results

Jennifer Lake reviewed changes to the HDM service and results of the home delivered meal RFP, impact on cost, and resulting client transitions in buildings. The impact of the RFP on rates is less than Butler, Warren and Clinton Counties. Hamilton County is projected to be 0.7% compared to 9.5% - 15% in the other counties. CASS lost the building bid Wesley because CASS did not bid a building rate that was lower than meals provided in the community.

Co-Payment Collections

Ken gave an update on the co-payment cost sharing waiver that was earlier approved. The original waiver was up to \$60,000. COA's review estimates the amount to be \$39,408. COA is having an audit completed to determine the final amount. Matt asked if the letters had gone out to clients. Ken confirmed that this was done earlier this year.

NEW BUSINESS

1st FY 2020 Budget Review

Carl reviewed the 2020 budget that includes 5% contingency for unexpected expenses resulting from some RFP's or higher than estimated client growth. The number of clients served is based on a 32.3% market penetration rate. Matt noted that the history has shown actuals run very close to budget.

Rose asked for a motion to approve the 2020 budget. Matt made the motion. Connie seconded. All approved the budget for submission to the county.

Adult Day Service Specification Changes

Randy reviewed changes to the adult day service specification resulting from a review of the requirements and changes needed to remove requirements that didn't add value.

Rose asked about the impact of this on the RFP. Randy said the new specifications went with the RFP, and were pending approval by this Advisory Council.

Connie made a motion to approve the revised Adult Day Service Specifications. Matt seconded the motion. The motion carried unanimously.

Property Tax Workgroup

Ken reviewed the property tax workgroup research and documents. Suzanne is on the workgroup charged with coming up with a plan to address low income older adults who are losing their ability to stay in their home because they live in an area with rapidly increasing property values as a result of development in the neighborhood. Ken distributed the latest draft document which recommends a tax deferral program with eligibility based on the Ohio Homestead Exemption criteria. The property taxes would be collected when the house sells, and a 3% accrual would be applied. This would protect local governments who rely on property taxes to operate local services such as police and fire. Matt asked why we weren't recommending an exemption. Ken said an exemption program would hurt local governments and would have a bad appearance for a program that receives its funding from property taxes.

Matt and Rose asked about implementation and impact on things such as reverse mortgages. Ken said our role is to recommend a solution and it would be up to the city to develop a plan for implementation. All agreed this was a need and liked the proposed plan. Rose and Matt offered to testify if needed on behalf of seniors.

Matt made a motion to support a property tax deferral program for low income seniors in Cincinnati based on Ohio Homestead exemption criteria. Connie seconded the motion and all approved the motion.

ADJOURNMENT

There being no further business, Rose adjourned the meeting at 3:25 p.m.

NEXT MEETING

December 19, 2019



Council on Aging

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

Highlighted Findings

1. Traditional ESP Census Trends

- A. Compared to last year (Quarter 1, 2019), census has increased by 382 clients (from 4,934 to 5,316) or 7.74%.
- B. Compared to last quarter (Quarter 4, 2019), census has increased by 206 clients (from 5,110 to 5,316) or 4.03%.
- 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 21 short-term clients.
 - 2. New enrollments includes 21 short-term clients.
 - 3. No short-term clients disenrolled during Quarter 1, 2020.

2. Fast Track Home Census Trends

- A. Average length of stay increased by 6 days to 60 days compared to Quarter 4, 2019 (from 54 to 60).
- B. New Enrollments have increased by 12 compared to Quarter 4, 2019 (from 190 to 202).
- C. Total clients who transferred into ESP from FTH increased by 44 clients from Quarter 4, 2019 (from 48 to 92).

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. Total Revenue: The amount needed to be drawn down from the levy is \$22.6 million through the first quarter, as compared to the budgeted amount of \$24.7 million. The variance is under budget by \$2.1 million or 9%.
- B. Total Expenses: Expenses incurred through the first quarter is \$24.8 million as compared to \$26.6 million in the budget. The variance is under budget by \$1.8 million or 7%.
- C. Purchase Services: Expenses were lower by \$720,316 or 4% as compared to budget.
- D. March included \$144,925 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

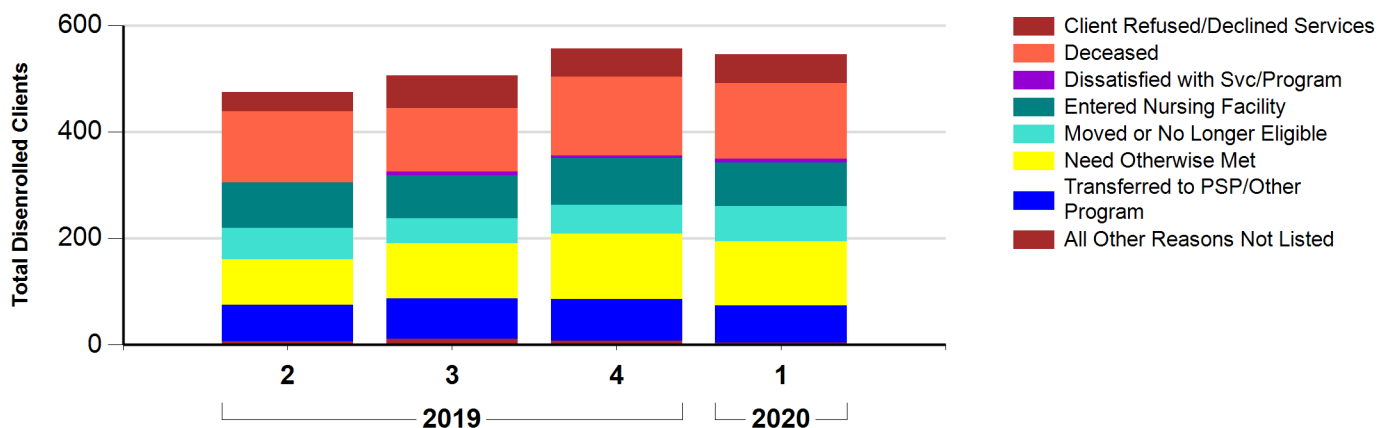
Year	2019			2020
Quarter	2	3	4	1
ESP	5,014	5,133	5,110	5,316
FTH	83	93	129	108
Medicaid Programs	2,919	2,921	2,857	2,983
Passport	481	499	564	547
Assisted Living	99	99	123	106
Molina	906	902	765	911
Aetna	1,433	1,421	1,405	1,419

Quarter-End Census, New Enrollments, and Disenrollments

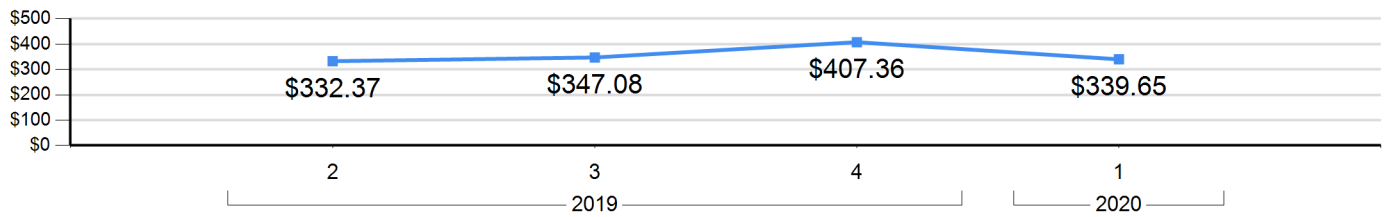
Year	2019			2020
Quarter	2	3	4	1
Quarter-End Census	5,014	5,133	5,110	5,316
New Enrollments	539	565	523	740
Disenrollments	475	506	557	546

Disenrollment Outcomes

Year	2019			2020
Quarter	2	3	4	1
Client Refused/Declined Services	36	61	53	55
Deceased	134	119	148	142
Dissatisfied with Svc/Program	0	8	5	7
Entered Nursing Facility	85	80	88	82
Moved or No Longer Eligible	59	47	54	66
Need Otherwise Met	86	104	123	120
Transferred to PSP/Other Program	68	76	78	70
All Other Reasons Not Listed	7	11	8	4
Total	475	506	557	546



Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	189	228	227	244
Electronic Monitoring	2,896	2,932	2,990	2,997
Home Care	2,859	2,892	2,881	2,877
Home Delivered Meals	2,377	2,404	2,526	2,667
Home Medical Equipment	125	60	47	43
Medical Transportation	834	827	818	754
Other Services	431	500	538	595
All Services (Unduplicated)	5,063	5,140	5,214	5,307

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	18,988	18,161	19,462
Electronic Monitoring	8,238	8,469	8,915	8,785
Home Care	82,908	89,212	91,866	78,893
Home Delivered Meals	161,655	166,118	176,661	178,958
Home Medical Equipment	153	76	59	62
Medical Transportation	11,145	10,519	10,159	9,994
Other Services	15,830	17,412	6,197	5,691

Dollars Paid by Service Group (Purchased Services)¹

Year	2019			2020
Quarter	2	3	4	1
Consumer Directed Care	\$89,670	\$261,961	\$525,332	\$254,058
Electronic Monitoring	\$151,970	\$162,130	\$176,303	\$174,845
Home Care	\$1,735,310	\$1,756,479	\$2,151,766	\$1,600,604
Home Delivered Meals	\$1,093,110	\$1,162,805	\$1,249,020	\$1,390,032
Home Medical Equipment	\$44,901	\$31,823	\$38,548	\$47,953
Medical Transportation	\$325,027	\$318,769	\$306,632	\$300,071
Other Services	\$279,191	\$322,998	\$339,909	\$353,443
All Services	\$3,745,466	\$4,016,964	\$4,787,510	\$4,121,005

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.

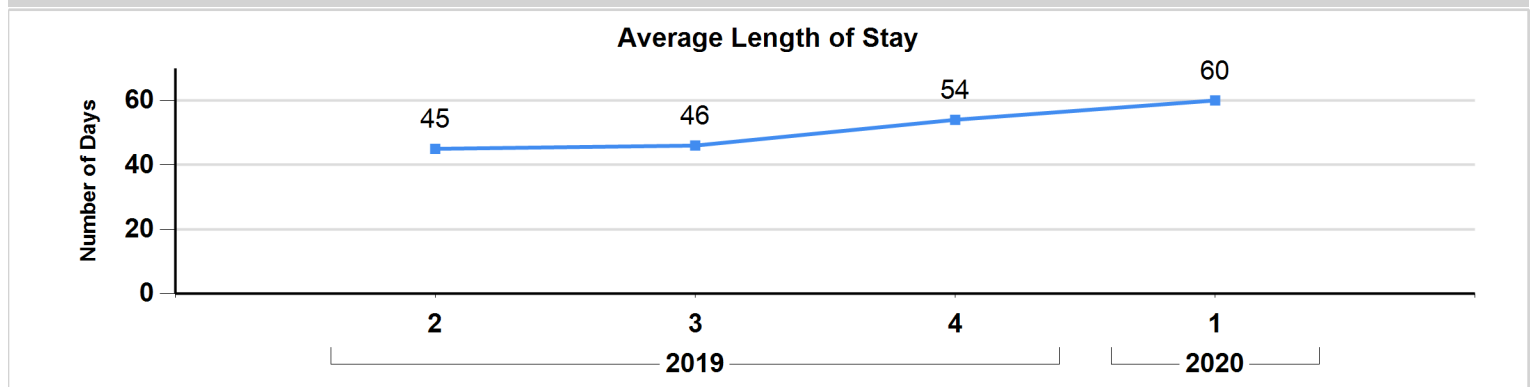
Total Clients Served, New Enrollments, Disenrollments

	2019			2020
	Quarter 2	Quarter 3	Quarter 4	Quarter 1
New Enrollments	108	131	190	202
Disenrollments	132	87	149	220
Clients Transferred Into ESP	56	42	48	92
	42.4%	48.3%	32.2%	41.8%

Enrollment by Setting

	2019			2020
Enrollment Setting	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Bethesda North	0	1	6	7
Community Enrollment	5	3	1	1
Good Sam	0	3	43	73
Jewish Hospital	12	22	20	13
Mercy West	0	0	0	2
Not Captured	4	9	15	13
Other Hospital	17	2	4	1
Skilled Nursing Facility	27	53	47	35
Spouse	0	0	0	1
The Christ Hospital	29	19	23	23
UC Medical Center	14	17	22	18
Overall Total	108	129	181	187

Fast Track Home Key Indicators



Distinct Clients Served by Service Group

Year	2019			2020
Quarter	2	3	4	1
Electronic Monitoring	42	39	85	53
Home Care	54	45	77	70
Home Delivered Meals	37	42	112	108
Home Medical Equipment	23	7	19	11
Home Modification	18	30	52	44
Medical Transportation	21	23	21	24
Other Services	0	2	2	1
All Services (Unduplicated)	128	109	212	190

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	74	58	145	64
Home Care	576	677	878	715
Home Delivered Meals	812	1,152	4,309	2,927
Home Medical Equipment	30	7	26	14
Home Modification	18	37	68	65
Medical Transportation	152	249	185	116
Other Services	0	4	4	2

Dollars Paid by Service Group (Purchased Services)

Year	2019			2020
Quarter	2	3	4	1
Electronic Monitoring	\$1,529	\$1,051	\$2,699	\$1,210
Home Care	\$11,407	\$13,266	\$17,925	\$14,572
Home Delivered Meals	\$5,476	\$8,063	\$30,359	\$20,631
Home Medical Equipment	\$3,288	\$1,537	\$6,616	\$2,685
Home Modification	\$2,621	\$4,777	\$9,256	\$7,662
Medical Transportation	\$4,587	\$7,991	\$6,080	\$3,292
Other Services	\$0	\$650	\$224	\$55
All Services	\$28,908	\$37,334	\$73,160	\$50,107

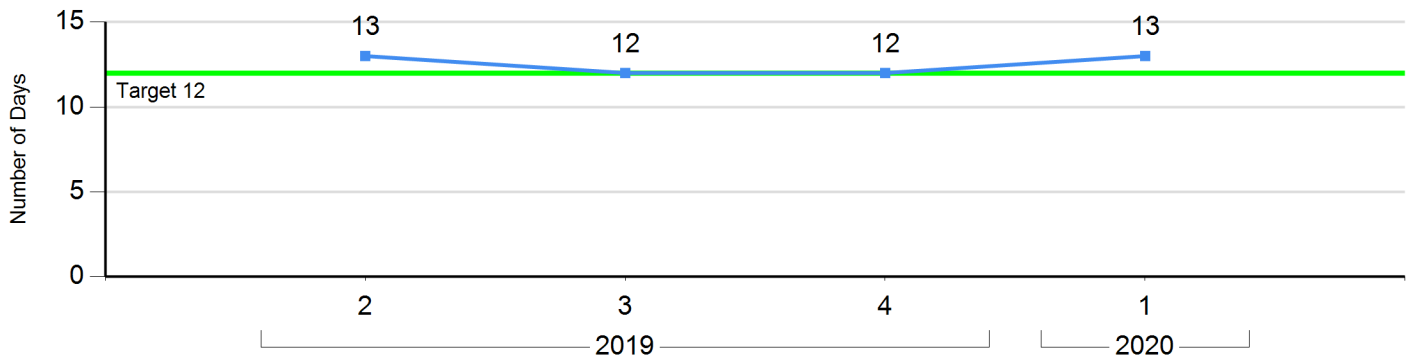


Hamilton County ESP

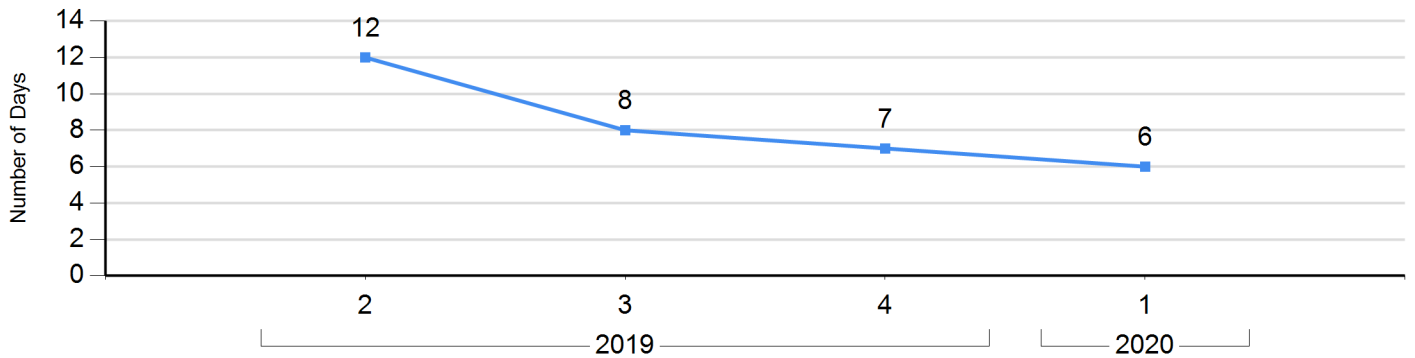
Quarter 1, 2020 (Jan. - Mar. 2020)

Council on Aging Traditional ESP PERFORMANCE TRENDS

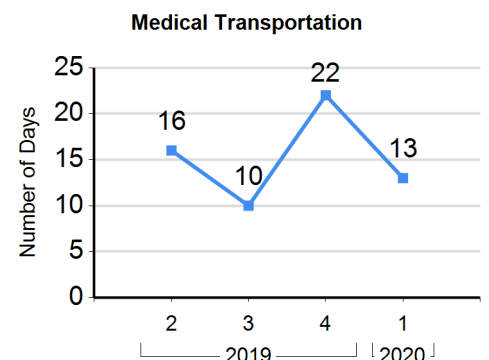
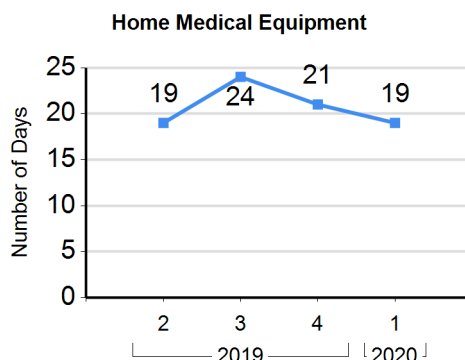
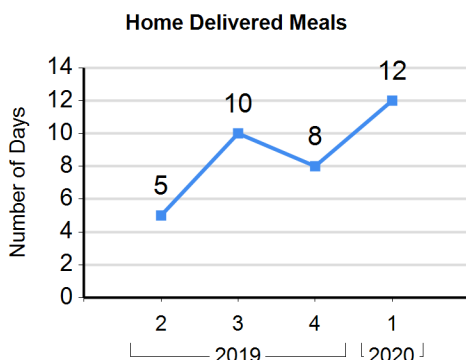
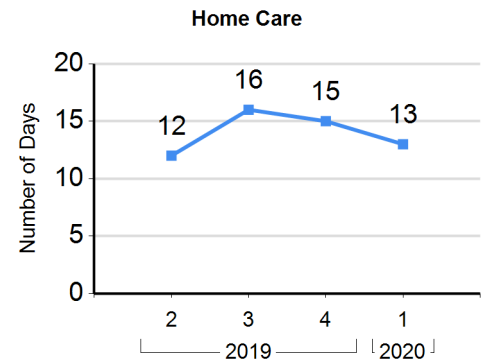
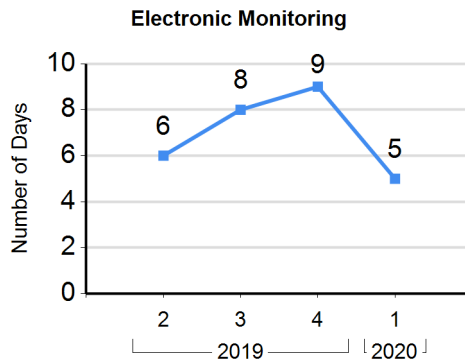
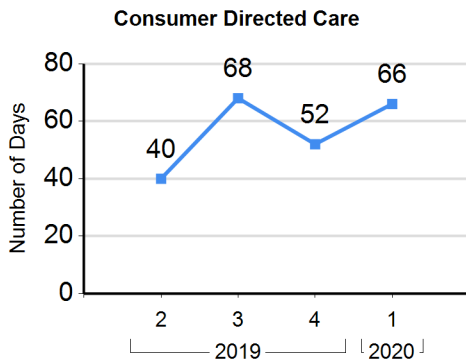
Average Number of Days from Intake Call to the Enrollment Assessment



Average Number of Days from Enrollment to Authorization of Services



Average Days from Enrollment to Authorization of a Specific Service¹



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.



Hamilton 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	\$22,571,540	\$24,727,205	(\$2,155,665)	-8.7%
Federal & State Funding				
Title III B - Supportive Services	\$230,650	\$252,320	(\$21,670)	-8.6%
Title III C2 - Home Delivered Meals	\$671,122	\$284,173	\$386,949	136.2%
Title III E - Caregiver Support	\$175,895	\$175,893	\$2	0.0%
Alzheimer's	\$16,888	\$15,591	\$1,297	8.3%
Nutrition Services Incentive Program (NSIP)	\$383,208	\$383,208	(\$0)	0.0%
Senior Community Services (SCS)	\$155,649	\$102,203	\$53,446	52.3%
Client Contributions				
Client Donations	\$3,147	\$3,397	(\$250)	-7.4%
Co-Pays Received	\$600,267	\$621,860	(\$21,593)	-3.5%
Total Revenue	\$24,808,366	\$26,565,850	(1,735,814)	-6.5%
Expenses				
COA Expenses				
Administrative	\$1,524,482	\$1,621,390	\$96,908	6.0%
Intake & Assessment	\$107,418	\$230,483	\$123,065	53.4%
FTH Case Management	\$471,599	\$670,341	\$198,742	29.6%
Case Management	\$4,024,674	\$4,614,369	\$589,695	12.8%
Program Mgmt Transportation	\$71,893	\$100,651	\$28,758	28.6%
Total COA Expenses	\$6,200,066	\$7,237,234	\$1,037,168	14.3%
Purchased Services				
Home Care Assistance	\$6,822,245	\$9,341,833	\$2,519,588	27.0%
Independent Living	\$109,798	\$79,717	(30,081)	-37.7%
Minor Home Modifications	\$398,860	\$314,048	(84,812)	-27.0%
Pest Control	\$16,986	\$26,876	\$9,890	36.8%
Major House Cleaning	\$50,957	\$80,628	\$29,671	36.8%
Home Medical Equipment	\$149,106	\$363,495	\$214,389	59.0%
Emergency Response Systems	\$723,903	\$727,571	\$3,668	0.5%
Home Delivered Meals	\$7,409,072	\$4,613,904	(2,795,168)	-60.6%
Adult Day Service	\$291,176	\$659,026	\$367,850	55.8%
Adult Day Transportation	\$58,244	\$109,406	\$51,162	46.8%
Medical Transportation	\$1,072,920	\$1,686,706	\$613,786	36.4%
Non-Medical Transportation	\$132,406	\$166,021	\$33,615	20.2%
Consumer Directed Care	\$1,372,627	\$1,159,385	(213,242)	-18.4%
Gross Purchased Services	\$18,608,300	\$19,328,616	\$720,316	3.7%
Gross Program Expenses	\$24,808,366	\$26,565,850	\$1,757,484	6.6%
Client Census	5,657*	5,660	3	0.1%
Cost of Services per Client	\$280.92	\$272.33	-\$8.59	-3.2%

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. FTH Census Trends

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

4. FTH Service Trends

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

5. 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.

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.



Hamilton County



Provider Quality Report

Quarter 1, 2020

Service Metrics	
Service	Page(s)
Introduction	3
Adult Day Service	4
Consumer Directed Care	5
Electronic Monitoring System	6
Home Care Assistance	7 - 8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 22
Home Delivered Meals	23 - 25
Medical Transportation	26 - 28

Appendix A: Methodology for SASI Analysis	29
Appendix B: Terminated Providers	30

Provider Quality Report: Introduction

Hamilton 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. To maintain continuity with 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

Hamilton County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	995	1,039	897	941	3,871
Active Day of Fairfield	80	66	73	0	219
Bayley Life ADC	1,165	1,336	1,042	791	4,332
Day Share Senior Services	265	266	290	218	1,038
Northwest Adult Services	0	0	11	19	30
Senior Deserved Day	6	31	6	0	43
Total Billable Units	2,510	2,737	2,318	1,969	9,532

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Active Day of Cincinnati	39.63%	37.95%	38.68%	47.80%
Active Day of Fairfield	3.19%	2.39%	3.15%	0
Bayley Life ADC	46.40%	48.80%	44.94%	40.16%
Day Share Senior Services	10.54%	9.72%	12.49%	11.07%
Northwest Adult Services	0	0	0.47%	0.97%
Senior Deserved Day	0.24%	1.13%	0.26%	0
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	46	45	47	45	46
Active Day of Fairfield	4	3	3	0	3
Bayley Life ADC	51	50	47	45	48
Day Share Senior Services	10	10	10	10	10
Northwest Adult Services	0	0	1	1	1
Senior Deserved Day	1	1	2	0	1
Total Distinct Clients Served	112	109	110	101	22

Provider Quality Report: Service Metrics

Hamilton 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	18,988	18,161	19,462	N/A
Total Billable Units	N/A	18,988	18,161	19,462	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	189	228	227	244	222
Total Distinct Clients Served	189	228	227	244	222

Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	8,238	8,469	8,915	8,785	34,406
Total Billable Units	8,238	8,469	8,915	8,785	34,406

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.	2,896	2,932	2,990	2,997	2,954
Total Distinct Clients Served	2,896	2,932	2,990	2,997	2,954

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units					
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Total Billable Units
A Miracle Home Care	10,997	22,999	20,000	17,977	71,973
Amaramedical Health Care Services, Inc.	6,024	5,587	5,963	6,117	23,691
Assisted Care by Black Stone	16,868	13,207	17,829	10,984	58,888
Comfort Keepers #172	460	424	391	143	1,418
Helping Hands Private Duty Homecare	13,087	13,883	14,598	13,708	55,276
Hillebrand Home Health	5,153	4,962	4,907	4,120	19,142
Interim HomeStyles of Greater Cincinnati, Inc.	10,242	8,869	8,529	8,026	35,665
Nova Home Care	3,560	4,653	5,308	4,359	17,880
Prime Home Care, LLC	814	689	626	534	2,663
Quality Care	7,650	7,004	7,242	7,076	28,971
Superior Home Care, Inc.	8,055	6,936	6,474	5,849	27,314
Total Billable Units	82,908	89,212	91,866	78,893	342,879

Market Share				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	13.26%	25.78%	21.77%	22.79%
Amaramedical Health Care Services, Inc.	7.27%	6.26%	6.49%	7.75%
Assisted Care by Black Stone	20.35%	14.80%	19.41%	13.92%
Comfort Keepers #172	0.55%	0.47%	0.43%	0.18%
Helping Hands Private Duty Homecare	15.78%	15.56%	15.89%	17.38%
Hillebrand Home Health	6.21%	5.56%	5.34%	5.22%
Interim HomeStyles of Greater Cincinnati, Inc.	12.35%	9.94%	9.28%	10.17%
Nova Home Care	4.29%	5.22%	5.78%	5.53%
Prime Home Care, LLC	0.98%	0.77%	0.68%	0.68%
Quality Care	9.23%	7.85%	7.88%	8.97%
Superior Home Care, Inc.	9.72%	7.77%	7.05%	7.41%
Market Share	100.00%	100.00%	100.00%	100.00%

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Miracle Home Care	483	585	609	571	562
Amaramedical Health Care Services, Inc.	164	155	184	183	172
Assisted Care by Black Stone	533	535	533	488	522
Comfort Keepers #172	13	12	10	10	11
Helping Hands Private Duty Homecare	558	583	561	705	602
Hillebrand Home Health	157	149	142	137	146
Interim HomeStyles of Greater Cincinnati, Inc.	349	330	298	277	314
Nova Home Care	96	113	122	104	109
Prime Home Care, LLC	29	23	19	20	23
Quality Care	268	245	250	248	253
Superior Home Care, Inc.	261	227	209	195	223
Total Distinct Clients Served	2,911	2,957	2,937	2,938	267

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	71,751	73,439	75,333	75,140	295,663
Deupree Meals on Wheels	17,601	17,348	17,285	16,425	68,659
Maple Knoll Outreach Services for Seniors	14,504	13,958	14,849	15,280	58,591
Mayerson JCC (Jewish Community Center)	5,319	5,777	6,669	6,721	24,486
North College Hill Senior Center	11,897	11,968	11,809	11,737	47,411
Wesley Community Services	40,583	43,628	50,716	53,655	188,582
Total Billable Units	161,655	166,118	176,661	178,958	683,392

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	44.39%	44.21%	42.64%	41.99%
Deupree Meals on Wheels	10.89%	10.44%	9.78%	9.18%
Maple Knoll Outreach Services for Seniors	8.97%	8.40%	8.41%	8.54%
Mayerson JCC (Jewish Community Center)	3.29%	3.48%	3.78%	3.76%
North College Hill Senior Center	7.36%	7.20%	6.68%	6.56%
Wesley Community Services	25.10%	26.26%	28.71%	29.98%
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
Cincinnati Area Senior Services Inc	1,064	1,058	1,061	1,101	1,071
Deupree Meals on Wheels	262	259	257	249	257
Maple Knoll Outreach Services for Seniors	230	229	250	242	238
Mayerson JCC (Jewish Community Center)	82	87	98	104	93
North College Hill Senior Center	175	174	176	177	176
Wesley Community Services	604	631	750	826	703
Total Distinct Clients Served	2,417	2,438	2,592	2,699	423

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Advanced Medical Equipment, Inc.	28	48	44	40	160
American Ramp Systems	30	22	25	28	105
Bernens Medical	95	80	94	118	387
Home First	1	1	0	5	7
Mullaney's Pharmacy & Home Health Care	35	43	38	66	182
People Working Cooperatively, Inc.	0	0	0	1	1
Stateline Medical Equipment	0	2	5	2	9
Total Billable Units	189	196	206	260	851

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Advanced Medical Equipment, Inc.	14.81%	24.49%	21.36%	15.38%
American Ramp Systems	15.87%	11.22%	12.14%	10.77%
Bernens Medical	50.26%	40.82%	45.63%	45.38%
Home First	0.53%	0.51%	0	1.92%
Mullaney's Pharmacy & Home Health Care	18.52%	21.94%	18.45%	25.38%
People Working Cooperatively, Inc.	0	0	0	0.38%
Stateline Medical Equipment	0	1.02%	2.43%	0.77%
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
Advanced Medical Equipment, Inc.	26	42	38	31	34
American Ramp Systems	11	9	10	11	10
Bernens Medical	87	69	85	96	84
Home First	1	1	0	5	2
Mullaney's Pharmacy & Home Health Care	35	39	37	59	43
People Working Cooperatively, Inc.	0	0	0	1	1
Stateline Medical Equipment	0	2	5	2	3
Total Distinct Clients Served	160	162	175	205	31

Provider Quality Report: Service Metrics

Hamilton 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.	0	0	0	1	1
Home First	24	16	21	25	86
MedAdapt Ltd.	23	37	39	36	135
People Working Cooperatively, Inc.	3	2	4	1	10
Stateline Medical Equipment	17	16	14	15	62
Tri-State Maintenance	5	10	6	11	32
Total Billable Units	72	81	84	89	326

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Custom Home Elevator & Lift Co. Inc.	0	0	0	1.12%
Home First	33.33%	19.75%	25.00%	28.09%
MedAdapt Ltd.	31.94%	45.68%	46.43%	40.45%
People Working Cooperatively, Inc.	4.17%	2.47%	4.76%	1.12%
Stateline Medical Equipment	23.61%	19.75%	16.67%	16.85%
Tri-State Maintenance	6.94%	12.35%	7.14%	12.36%
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.	0	0	0	1	1
Home First	24	16	21	24	21
MedAdapt Ltd.	20	37	37	34	32
People Working Cooperatively, Inc.	3	2	4	1	3
Stateline Medical Equipment	17	16	13	15	15
Tri-State Maintenance	4	9	6	11	8
Total Distinct Clients Served	68	80	81	86	15

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	0	0	0	45	45
Nova Home Care	2	0	0	0	2
Partners in Prime	0	7	16	39	62
Wesley Community Services	278	270	304	293	1,146
Total Billable Units	279	277	320	377	1,254

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	0	0	0	11.86%
Nova Home Care	0.54%	0	0	0
Partners in Prime	0	2.44%	4.92%	10.40%
Wesley Community Services	99.46%	97.56%	95.08%	77.73%
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
Cincinnati Area Senior Services Inc	0	0	0	21	21
Nova Home Care	1	0	0	0	1
Partners in Prime	0	1	3	5	3
Wesley Community Services	50	50	51	54	51
Total Distinct Clients Served	51	51	54	80	26

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	5	4	5	7	21
Total Billable Units	5	4	5	7	21

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Home First	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
Home First	5	4	5	7	5
Total Distinct Clients Served	5	4	5	7	5

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Algo Termite & Pest Control	14	1	0	0	15
All Gone Termite & Pest Control, Inc.	0	16	35	18	69
Milt's Termite & Pest Control	0	2	1	6	9
Total Billable Units	14	19	36	24	93

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Algo Termite & Pest Control	100.00%	5.26%	0	0
All Gone Termite & Pest Control, Inc.	0	84.21%	97.22%	75.00%
Milt's Termite & Pest Control	0	10.53%	2.78%	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	9	1	0	0	5
All Gone Termite & Pest Control, Inc.	0	11	12	10	11
Milt's Termite & Pest Control	0	1	1	2	1
Total Distinct Clients Served	9	13	13	12	6

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Cincinnati Area Senior Services Inc	280	286	258	200	1,024
Kemper Shuttle Services	0	0	0	268	268
Maple Knoll Outreach Services for Seniors	740	665	657	628	2,690
Meda-Care Transportation, Inc.	8,517	8,125	7,777	7,821	32,240
Universal Transportation Systems	1,089	966	1,020	878	3,953
Wesley Community Services	1,812	1,862	1,866	1,568	7,108
Total Billable Units	12,438	11,904	11,578	11,363	47,283

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	2.25%	2.40%	2.23%	1.76%
Kemper Shuttle Services	0	0	0	2.36%
Maple Knoll Outreach Services for Seniors	5.95%	5.59%	5.67%	5.53%
Meda-Care Transportation, Inc.	68.48%	68.25%	67.17%	68.83%
Universal Transportation Systems	8.76%	8.11%	8.81%	7.73%
Wesley Community Services	14.57%	15.64%	16.12%	13.80%
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
Cincinnati Area Senior Services Inc	39	34	41	39	38
Kemper Shuttle Services	0	0	0	30	30
Maple Knoll Outreach Services for Seniors	52	46	47	46	48
Meda-Care Transportation, Inc.	549	541	547	501	535
Universal Transportation Systems	104	106	97	84	98
Wesley Community Services	145	149	155	142	148
Total Distinct Clients Served	889	876	887	842	166

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	197	206	198	198
Amaramedical Health Care Services, Inc.	45	52	51	54
Assisted Care by Black Stone	197	188	202	161
Comfort Keepers	0	0	0	1
Comfort Keepers #172	7	6	2	4
Helping Hands Private Duty Homecare	147	167	201	164
Hillebrand Home Health	52	55	51	47
Interim HomeStyles of Greater Cincinnati, Inc.	150	117	111	88
Nova Home Care	32	22	35	30
Prime Home Care, LLC	16	6	10	4
Quality Care	108	85	88	70
Superior Home Care, Inc.	110	80	83	55

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	369	376	350	318
Deupree Meals on Wheels	81	82	69	66
Maple Knoll Outreach Services for Seniors	75	79	73	62
Mayerson JCC (Jewish Community Center)	26	27	29	30
North College Hill Senior Center	59	51	67	47
Wesley Community Services	223	195	281	211

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	20	19	25	17
Maple Knoll Outreach Services for Seniors	29	32	17	28
Meda-Care Transportation, Inc.	291	311	250	241
Universal Transportation Systems	57	50	47	40
Wesley Community Services	79	62	75	70

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	89.7%	89.2%	89.9%	87.8%
Amaramedical Health Care Services, Inc.	91.9%	90.0%	95.2%	91.6%
Assisted Care by Black Stone	95.1%	92.6%	91.5%	89.4%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	91.9%	100.0%	95.0%	100.0%
Helping Hands Private Duty Homecare	90.9%	88.3%	86.2%	88.3%
Hillebrand Home Health	98.4%	95.3%	99.2%	99.3%
Interim HomeStyles of Greater Cincinnati, Inc.	94.1%	92.0%	92.3%	91.6%
Nova Home Care	89.9%	90.9%	94.9%	92.6%
Prime Home Care, LLC	93.5%	93.3%	77.3%	80.8%
Quality Care	90.5%	92.7%	90.8%	93.3%
Superior Home Care, Inc.	98.2%	97.7%	95.2%	97.0%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2%				
½ Historical Standard Deviation: 5.4%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
A Miracle Home Care	89.1%	91.4%	92.2%	84.2%
Amaramedical Health Care Services, Inc.	92.3%	84.4%	97.7%	87.2%
Assisted Care by Black Stone	93.6%	92.6%	88.8%	90.2%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	83.3%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	92.5%	89.4%	87.2%	89.4%
Hillebrand Home Health	97.9%	94.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.5%	90.2%	96.0%	89.5%
Nova Home Care	89.3%	90.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	77.8%	50.0%
Quality Care	92.9%	98.7%	93.9%	95.5%
Superior Home Care, Inc.	100.0%	100.0%	95.9%	97.9%

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

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?				
Historical Average: 88.4%				
½ Historical Standard Deviation: 6.7%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	85.4%	84.7%	82.2%	82.6%
Amaramedical Health Care Services, Inc.	85.0%	89.1%	97.6%	81.3%
Assisted Care by Black Stone	91.0%	88.8%	89.4%	84.3%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	83.3%	100.0%	50.0%	100.0%
Helping Hands Private Duty Homecare	90.2%	90.5%	84.3%	82.8%
Hillebrand Home Health	100.0%	88.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	93.1%	94.0%	93.2%
Nova Home Care	83.3%	89.5%	93.1%	93.1%
Prime Home Care, LLC	86.7%	83.3%	60.0%	66.7%
Quality Care	94.0%	93.9%	93.9%	95.5%
Superior Home Care, Inc.	99.0%	97.3%	94.4%	96.0%

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	83.0%	76.6%	82.1%	82.1%
Amaramedical Health Care Services, Inc.	85.7%	86.3%	91.5%	84.6%
Assisted Care by Black Stone	91.7%	86.3%	80.8%	79.7%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	85.7%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	64.8%	62.1%	59.1%	62.0%
Hillebrand Home Health	90.0%	96.3%	93.9%	95.6%
Interim HomeStyles of Greater Cincinnati, Inc.	82.4%	85.2%	81.5%	81.8%
Nova Home Care	87.5%	77.3%	82.9%	83.3%
Prime Home Care, LLC	87.5%	83.3%	90.0%	75.0%
Quality Care	79.6%	74.1%	79.5%	82.6%
Superior Home Care, Inc.	93.6%	87.2%	90.4%	92.7%

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

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?				
Historical Average: 97.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.7%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	96.4%	98.0%	98.0%	96.4%
Amaramedical Health Care Services, Inc.	97.7%	96.2%	98.0%	96.3%
Assisted Care by Black Stone	99.5%	96.8%	99.0%	96.9%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	99.3%	98.2%	97.5%	98.8%
Hillebrand Home Health	100.0%	98.2%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	99.3%	95.7%	98.2%	96.6%
Nova Home Care	93.5%	95.5%	100.0%	96.7%
Prime Home Care, LLC	100.0%	100.0%	90.0%	100.0%
Quality Care	97.2%	97.6%	97.7%	98.5%
Superior Home Care, Inc.	100.0%	100.0%	98.8%	98.2%

Do you trust your aide?				
Historical Average: 94.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.4%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	94.4%	93.6%	91.4%	93.3%
Amaramedical Health Care Services, Inc.	95.6%	92.2%	96.0%	96.3%
Assisted Care by Black Stone	96.9%	95.7%	96.5%	93.8%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	97.2%	91.5%	89.9%	92.0%
Hillebrand Home Health	100.0%	96.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	94.8%	92.7%	92.0%
Nova Home Care	90.6%	90.9%	97.1%	93.3%
Prime Home Care, LLC	93.8%	100.0%	70.0%	75.0%
Quality Care	94.4%	90.6%	95.4%	90.0%
Superior Home Care, Inc.	98.2%	97.5%	96.4%	96.4%

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

Hamilton 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	93.3%	92.6%	93.4%	92.8%
Amaramedical Health Care Services, Inc.	90.9%	90.2%	92.0%	98.1%
Assisted Care by Black Stone	97.4%	95.7%	92.9%	93.2%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	93.1%	95.2%	92.0%	96.9%
Hillebrand Home Health	98.1%	94.5%	98.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	92.2%	93.6%	96.4%
Nova Home Care	93.5%	95.5%	97.1%	93.3%
Prime Home Care, LLC	93.8%	100.0%	80.0%	100.0%
Quality Care	92.5%	96.4%	90.9%	98.6%
Superior Home Care, Inc.	99.1%	98.8%	97.6%	98.2%

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	95.4%	94.5%	94.4%	93.3%
Amaramedical Health Care Services, Inc.	93.3%	92.3%	96.0%	100.0%
Assisted Care by Black Stone	97.9%	95.7%	98.0%	96.3%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	97.3%	96.4%	95.5%	96.9%
Hillebrand Home Health	98.1%	96.4%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	98.7%	95.6%	99.1%	96.6%
Nova Home Care	93.8%	95.2%	100.0%	96.7%
Prime Home Care, LLC	93.8%	100.0%	90.0%	100.0%
Quality Care	91.7%	98.8%	93.1%	100.0%
Superior Home Care, Inc.	98.2%	97.5%	96.4%	98.2%

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

Hamilton County ESP

Home Care Assistance SASI Scores

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	87.8%	91.4%	93.3%	88.3%
Amaramedical Health Care Services, Inc.	94.6%	91.3%	97.5%	86.0%
Assisted Care by Black Stone	95.1%	90.5%	92.1%	89.8%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	66.7%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.5%	94.5%	93.4%	91.2%
Hillebrand Home Health	100.0%	96.1%	100.0%	97.6%
Interim HomeStyles of Greater Cincinnati, Inc.	93.9%	91.5%	91.3%	89.6%
Nova Home Care	92.6%	88.9%	93.1%	96.4%
Prime Home Care, LLC	85.7%	83.3%	85.7%	100.0%
Quality Care	92.6%	97.5%	88.6%	98.5%
Superior Home Care, Inc.	100.0%	98.5%	95.9%	96.2%

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	85.3%	84.6%	83.2%	83.2%
Amaramedical Health Care Services, Inc.	93.0%	92.2%	96.1%	94.3%
Assisted Care by Black Stone	94.8%	93.0%	88.4%	85.1%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	89.7%	79.9%	79.4%	85.0%
Hillebrand Home Health	100.0%	96.3%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	90.6%	91.2%	88.2%	88.5%
Nova Home Care	90.6%	95.5%	88.2%	90.0%
Prime Home Care, LLC	100.0%	83.3%	70.0%	75.0%
Quality Care	85.2%	89.3%	86.4%	82.6%
Superior Home Care, Inc.	98.2%	100.0%	94.0%	98.1%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

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	86.7%	85.1%	88.9%	81.3%
Amaramedical Health Care Services, Inc.	90.5%	86.0%	90.0%	91.7%
Assisted Care by Black Stone	92.7%	90.8%	88.9%	84.7%
Comfort Keepers	No Data	No Data	No Data	100.0%
Comfort Keepers #172	100.0%	100.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	86.9%	85.3%	83.8%	87.9%
Hillebrand Home Health	100.0%	96.2%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	92.7%	90.3%	89.0%	92.0%
Nova Home Care	84.4%	90.9%	97.1%	83.3%
Prime Home Care, LLC	93.8%	100.0%	60.0%	66.7%
Quality Care	85.0%	90.4%	88.6%	91.3%
Superior Home Care, Inc.	95.4%	100.0%	92.7%	98.2%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	98.2%	98.4%	97.7%	98.7%
Deupree Meals on Wheels	95.8%	96.3%	94.4%	98.0%
Maple Knoll Outreach Services for Seniors	96.3%	97.6%	97.9%	99.6%
Mayerson JCC (Jewish Community Center)	99.0%	98.1%	98.7%	98.3%
North College Hill Senior Center	98.5%	98.7%	97.9%	99.2%
Wesley Community Services	97.6%	97.9%	97.4%	97.0%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5%				
½ Historical Standard Deviation: 1.4%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	99.7%	99.4%	98.8%	99.3%
Deupree Meals on Wheels	97.3%	97.4%	94.9%	98.1%
Maple Knoll Outreach Services for Seniors	98.6%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	99.0%	99.4%	99.2%	98.5%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	95.9%	96.2%	94.8%	96.5%
Deupree Meals on Wheels	90.0%	92.6%	86.8%	93.7%
Maple Knoll Outreach Services for Seniors	96.0%	92.3%	94.4%	96.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	93.1%	96.7%
North College Hill Senior Center	98.3%	94.1%	97.0%	95.7%
Wesley Community Services	95.9%	96.9%	94.6%	92.9%

Can you depend on your meals driver?				
Historical Average: 99.4%				
½ Historical Standard Deviation: 0.6%				
Provider Name	2019	2019	2019	2020
	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	99.7%	99.7%	99.7%	99.7%
Deupree Meals on Wheels	100.0%	98.8%	98.6%	98.5%
Maple Knoll Outreach Services for Seniors	98.7%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	100.0%	100.0%
Wesley Community Services	98.2%	99.5%	99.3%	98.6%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

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
Cincinnati Area Senior Services Inc	99.1%	98.5%	98.5%	99.0%
Deupree Meals on Wheels	97.0%	95.6%	98.2%	100.0%
Maple Knoll Outreach Services for Seniors	97.1%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	96.2%	100.0%
North College Hill Senior Center	100.0%	95.7%	98.3%	100.0%
Wesley Community Services	97.6%	97.3%	98.4%	97.4%

Do you eat your home delivered meals?				
Historical Average: 98.8%				
½ Historical Standard Deviation: 0.8%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	100.0%	99.7%	99.4%	99.4%
Deupree Meals on Wheels	100.0%	100.0%	97.1%	100.0%
Maple Knoll Outreach Services for Seniors	94.7%	100.0%	98.6%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	96.3%	100.0%	100.0%
North College Hill Senior Center	100.0%	100.0%	98.5%	97.9%
Wesley Community Services	99.1%	99.0%	98.9%	99.5%

Do you have a good choice of meals?				
Historical Average: 93.6%				
½ Historical Standard Deviation: 2.8%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	95.0%	96.8%	94.5%	97.8%
Deupree Meals on Wheels	94.9%	93.8%	91.3%	95.5%
Maple Knoll Outreach Services for Seniors	91.9%	89.9%	91.8%	100.0%
Mayerson JCC (Jewish Community Center)	92.3%	88.9%	100.0%	96.7%
North College Hill Senior Center	94.7%	100.0%	95.5%	100.0%
Wesley Community Services	95.9%	96.4%	93.2%	94.8%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.8%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	98.4%	98.9%	98.9%	99.1%
Deupree Meals on Wheels	93.7%	98.8%	95.5%	100.0%
Maple Knoll Outreach Services for Seniors	94.7%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	93.1%
North College Hill Senior Center	98.3%	100.0%	97.0%	100.0%
Wesley Community Services	98.6%	97.4%	98.6%	98.6%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.6%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	98.1%	97.9%	97.4%	99.0%
Deupree Meals on Wheels	93.7%	93.8%	92.8%	98.5%
Maple Knoll Outreach Services for Seniors	98.7%	98.7%	98.6%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
North College Hill Senior Center	96.6%	100.0%	97.0%	100.0%
Wesley Community Services	96.4%	97.4%	96.8%	95.7%

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

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	97.5%	97.3%	96.6%	96.4%
Maple Knoll Outreach Services for Seniors	99.7%	98.7%	98.8%	99.3%
Meda-Care Transportation, Inc.	95.9%	94.9%	93.7%	91.2%
Universal Transportation Systems	91.8%	94.0%	93.1%	85.2%
Wesley Community Services	98.8%	99.3%	98.2%	99.4%

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
Cincinnati Area Senior Services Inc	95.0%	100.0%	91.7%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	96.4%
Meda-Care Transportation, Inc.	93.0%	94.4%	92.8%	87.9%
Universal Transportation Systems	89.1%	94.0%	91.1%	76.9%
Wesley Community Services	98.7%	98.4%	97.3%	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
Cincinnati Area Senior Services Inc	100.0%	100.0%	95.8%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.0%	98.4%	97.6%	94.6%
Universal Transportation Systems	96.4%	94.0%	100.0%	97.4%
Wesley Community Services	100.0%	100.0%	98.6%	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
Cincinnati Area Senior Services Inc	100.0%	94.7%	95.8%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	94.1%	100.0%
Meda-Care Transportation, Inc.	95.8%	96.4%	92.8%	92.9%
Universal Transportation Systems	90.9%	92.0%	95.6%	91.7%
Wesley Community Services	98.7%	100.0%	98.6%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	95.0%	100.0%	95.8%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	96.8%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.8%	92.7%	92.4%	91.2%
Universal Transportation Systems	89.1%	95.9%	88.9%	85.7%
Wesley Community Services	97.5%	98.3%	97.3%	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
Cincinnati Area Senior Services Inc	95.0%	94.4%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.3%	96.1%	96.7%	93.7%
Universal Transportation Systems	90.9%	95.9%	97.8%	84.2%
Wesley Community Services	98.7%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	100.0%	94.7%	100.0%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.7%	97.0%	98.4%	94.5%
Universal Transportation Systems	96.4%	95.9%	95.6%	89.7%
Wesley 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%

½ Historical Standard Deviation: 1.9%

Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	96.8%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.3%	96.1%	93.2%	95.0%
Universal Transportation Systems	94.5%	94.0%	93.3%	89.7%
Wesley 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.

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	95.0%	100.0%	95.8%	94.1%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	94.1%	96.4%
Meda-Care Transportation, Inc.	88.5%	89.6%	84.6%	81.3%
Universal Transportation Systems	85.5%	91.8%	84.4%	66.7%
Wesley Community Services	97.4%	98.4%	94.5%	94.2%

Is the ride a pleasant experience?				
Historical Average: 98.0%				
½ Historical Standard Deviation: 1.9%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	100.0%	94.7%	95.7%	94.1%
Maple Knoll Outreach Services for Seniors	96.6%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	96.7%	95.9%	92.9%
Universal Transportation Systems	96.4%	94.0%	93.3%	94.6%
Wesley Community Services	98.7%	98.3%	98.6%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8%				
½ Historical Standard Deviation: 2.4%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Cincinnati Area Senior Services Inc	95.0%	94.7%	95.8%	93.8%
Maple Knoll Outreach Services for Seniors	100.0%	93.5%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.1%	91.8%	92.7%	87.5%
Universal Transportation Systems	89.1%	92.0%	91.1%	75.7%
Wesley Community Services	98.7%	100.0%	97.3%	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

Hamilton County ESP

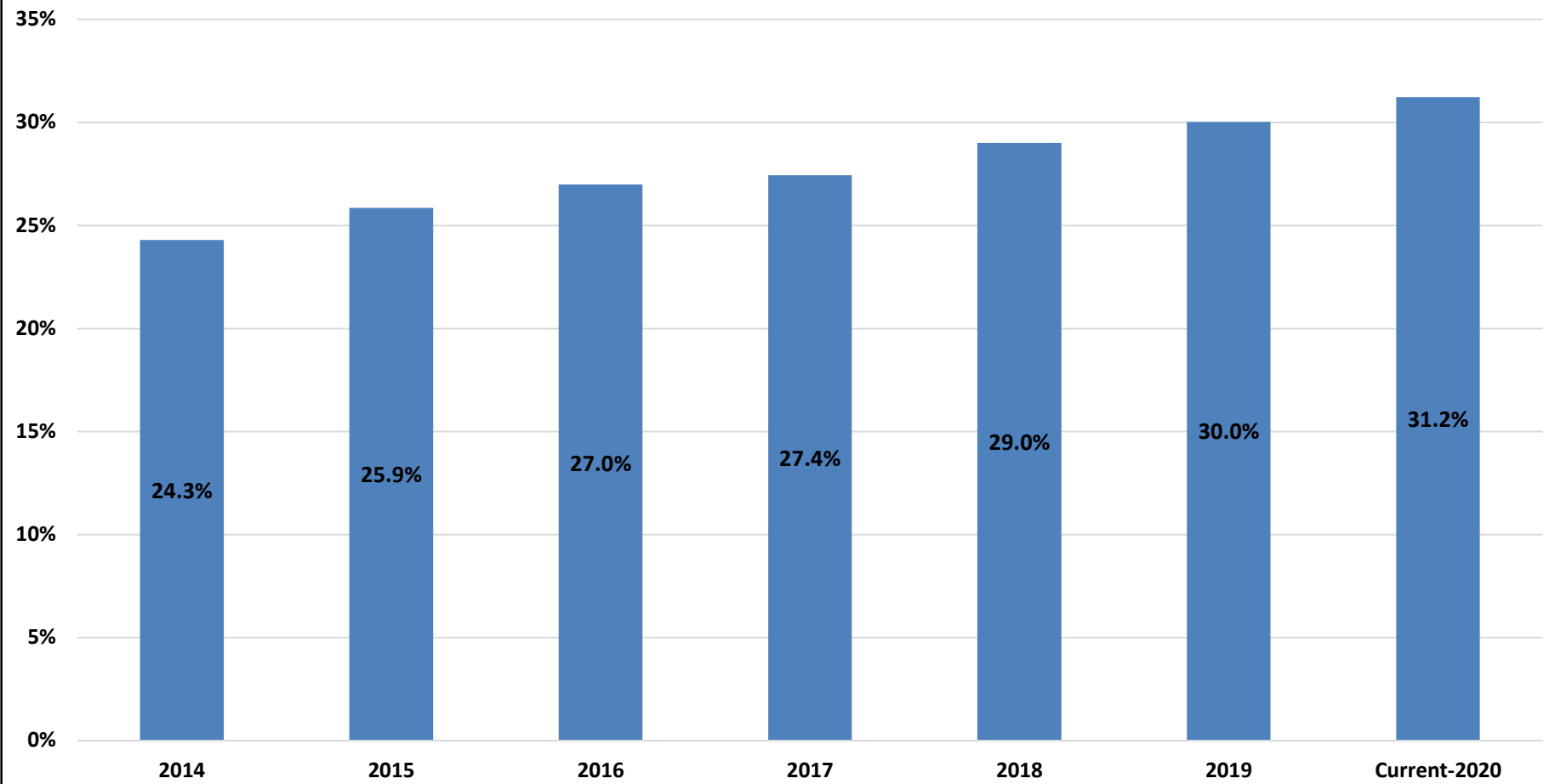
Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019
Nova Home Care	Independent Living Assistance	2/1/2019

Hamilton County Elderly Services Program						
Levy Projection						
LATEST COA PROJECTION: May 2020						
	Year 1 2018 Actual	Year 2 2019 Actual	Year 3 2020 Proj.	Year 4 2021 Proj.	Year 5 2022 Proj.	5-Year Total
Revenue						
Beginning Fund Balance	8,422,885	14,494,528	19,047,558	20,323,258	19,862,277	8,422,885
Levy Revenue (Cash Basis)	25,996,665	25,842,166	25,403,990	25,310,505	25,419,161	127,972,487
COA Levy Draw	18,992,612	20,241,184	22,369,468	24,054,912	26,329,752	111,987,927
Title III and State Funding (Accrual Basis)	1,574,178	1,181,242	1,633,412	1,211,368	1,211,368	6,811,569
Client Donations (Accrual Basis)	3,385	2,779	3,083	2,481	2,624	14,352
Client Co-Payments (Accrual Basis)	447,512	558,443	585,661	677,443	726,672	2,995,731
Total Revenue to support ESP	21,017,686	21,983,648	24,591,624	25,946,204	28,270,416	121,809,579
Total Available Revenue (incl. previous year carryover)	36,444,625	42,079,159	46,673,705	47,525,055	47,222,102	146,217,024
COA Operational Expenses						
Provider Services ESP (Accrual Basis)	15,388,085	16,100,017	18,220,606	19,018,192	20,771,590	89,498,490
Provider Services FTH (Accrual Basis)	174,626	152,441	178,836	161,745	165,046	832,695
Intake & Assessment (Accrual Basis)	230,049	164,900	107,418	110,640	113,959	726,966
Care Management (Accrual Basis)	3,567,952	3,768,879	4,030,018	4,490,846	4,896,727	20,754,422
FTH Care Management	374,794	455,685	471,599	483,436	497,939	2,283,453
On-Demand Transportation	-	-	71,893	97,775	99,730	269,398
Program Management (Accrual Basis)	1,282,180	1,341,725	1,511,254	1,583,571	1,725,424	7,444,155
Total COA Operational Expenditures	21,017,686	21,983,648	24,591,624	25,946,204	28,270,416	121,809,579
Job and Family Services (Cash Basis)	351,200	351,109	383,994	391,574	399,303	1,877,180
Veteran's Services (Cash Basis)	233,197	137,995	250,000	205,000	205,000	1,031,192
Levy Administration (Cash Basis)	348,013	348,273	374,829	370,000	520,000	1,961,115
Patient Navigation	-	-	250,000	250,000	250,000	750,000
Senior Homeless Medical	-	210,575	250,000	250,000	250,000	960,575
Visiting Nurses	-	-	250,000	250,000	250,000	750,000
Total Levy Expenditures	21,950,096	23,031,600	26,350,447	27,662,778	30,144,719	128,389,641
Estimated Minimum Fund Balance (-1 STD DEV)	-		\$20,342,356	\$18,458,418	\$15,270,225	
Actual & Estimated Median Fund Balance	14,494,528	\$19,047,558	\$20,323,258	\$19,862,277	\$17,077,383	17,077,383
Estimated Maximum Fund Balance (+1 STD DEV)	-		\$21,511,989	\$20,343,613	\$17,996,150	
Year Ending Client Census (Includes FTH)	4,881	5,239	5,471	5,850	6,254	

Traditional ESP Assumptions:

- 1) Traditional ESP census is calculated based on market penetration rates; A rate of 30.0% was achieved for 2019; rates were gradually increased to achieve a rate of 38% by 2024; rate will be kept constant @ 38% through 2027
- 2) Traditional ESP case management rate is based off of 2018 actual rate with a 2% inflation applied through 2022; 2023-2027 repeats this pattern
- 3) On-Demand Transportation was expected to begin June 2020; The 2020 amount has been adjusted to reflect that; Cost in subsequent years increases by 2%; a 6.5% admin fee is applied to this cost and added into the Program management line through 2022
- 4) Title III and State Block funding was adjusted for 2020-2024 to the new projected quarterly amount of \$273K; This is based on yearly amounts of \$961K for traditional ESP and \$250K for care transition; Additional Title III funds for COVID response were added for Q2-Q4 of 2020 in the amount of \$422,044
- 5) Levy Revenue was updated on 5/15/20 per the Hamilton County Auditor. Non-COA Expenditures were also updated per the email; Visiting Nurses amount has been added for 2019 in the current projection
- 6) The Client Donations & Client Co-Payments are calculated based only on 4 quarters rolling average RPC (revenue per client). No growth is applied.
- 7) HCA cost was adjusted to reflect 6% increase and retro pay for all of 2019- 2020 Q2 was reduced by 5% compared to Q1, to reflect suspended services due to COVID; Q3 and Q4 are forecasted to rebound; HDM reflects new RFP prices starting Nov 2019, with a yearly increase of 3% after; for 2020 Q2 COVID response is reflected in increased numbers, with high numbers for Q3 and Q4 as well; all other services reflect a 2% annual increase

Hamilton County Market Penetration 2014 to date





COUNCIL ON AGING

INDEPENDENCE. RESOURCES. QUALITY OF LIFE.

TODAY'S PRESENTATION

- I. Senior Transportation: Unmet Needs & Current System
- II. COA's On Demand Transportation Proposal: Highlights
- III. Future Opportunities/Vision
- IV. Questions

PART I:

SENIOR TRANSPORTATION: UNMET NEEDS & CURRENT SYSTEM

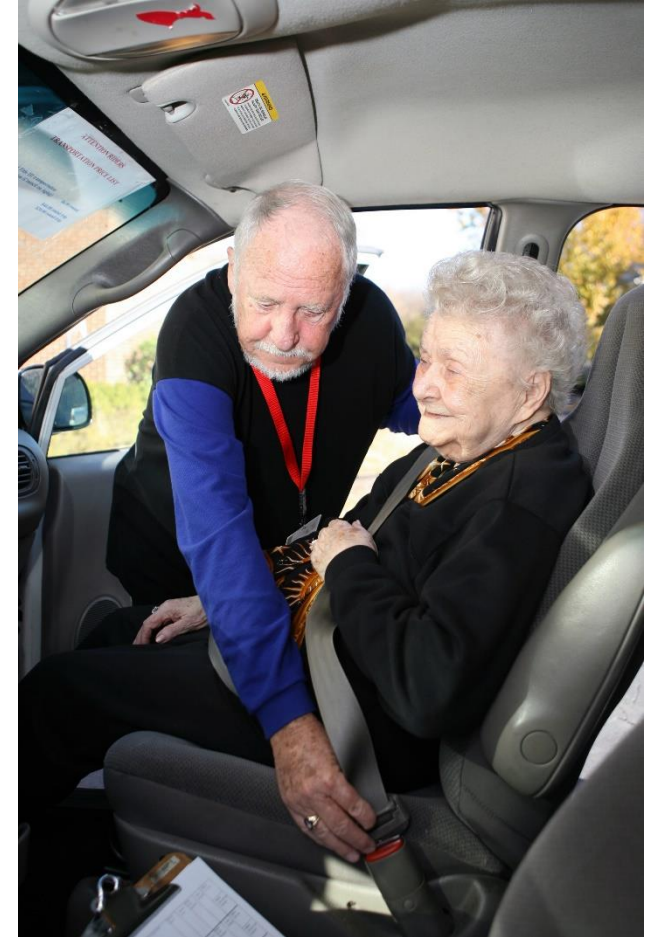
DEMONSTRATION OF NEED

- **Need in Hamilton County is significant according to US Census data:**
 - 804,194 people over 60 and 161,242 over 80
 - Nearly 100,000 people with a disability in the County and growing.
 - Of those over 65, there are 15,957 people with one disability and 19,924 with two or more disabilities
- **2015 United States of Aging survey finding for Cincinnati:**

“Older adults in Cincinnati express low confidence in their community's preparedness, specifically with transportation and long-term care as they age”
- **COA 2018 Community Needs Assessment**
 - Transportation continues to be a top concern for all seniors in our region: urban and rural

COA TRANSPORTATION

- COA provides home and community based services to over 22,000 older adults and individuals with disabilities in our region. These services include both medical and non-medical transportation provided by a contracted network of providers
- These are individuals who can't access other public transportation systems. They required specialized assistance – door-to-door assist, etc.
- COA serves approximately 14,200 individuals on locally funded tax programs (Senior Service levies)
 - We provided funding for approximately 70,100 one way medical trips at a total annual expense of \$2.3 million
 - Hamilton County Elderly Services Program: 7,084 clients served in 2018
 - Approximately 47,000 one way medical trips were provided at an estimated \$1.4 million





WHAT CLIENTS NEED FOR TRANSPORTATION SERVICE

Our target population requires a responsive system that can provide:

- On demand access
- Hands on assistance and escort
- Vehicles that can accommodate wheelchairs, stretches, and other assistive devices

WHEN THE SYSTEM IS NOT AVAILABLE, THE BACK UP IS:



To go without care (COA 2009 transportation survey)



Call 911.

CURRENT SYSTEM ISSUES/WEAKNESSES

- Providers and programs operate in siloes
- Specific programs and funding sources cover the cost of trips for certain eligible members and ensure the client receives the right type of transportation assistance: system is inefficient and lacks flexibility
- Transportation is not coordinated across multiple programs
- Each provider uses different mechanisms to optimize routes – some are manual
- Each provider only focuses on assigned customers
- Advance schedule is required – not feasible for people with chronic conditions
- Many “dead head” returns with no passengers on board
- Clients can wait hours for pick up until their assigned provider is available



PART II

COA'S ON DEMAND PROPOSAL

PROPOSAL ALIGNMENT...

- Initial focus is Hamilton County, non-emergency medical transportation
- Proposal aligns with Hamilton County's Policy Priorities:
 - Transport the County into the 21st Century
 - A Protective Hamilton County for Youth, Seniors and Persons with Disabilities
- Proposal aligns with OKI Regional Council of Governments Coordinated Plan for this population in three strategies:
 - Expand transportation availability to target populations throughout the region
 - To improve transportation service to target populations through more coordination among providers
 - To better serve people who use wheelchairs or need physical assistance to travel



NEMT REDESIGN SOLUTION

Provide the right service at the right time through centralized coordination of transportation services across multiple providers, agencies and payers.

CLIENT OUTCOME GOALS

- Improved health outcomes and reduction in medical cost as clients will have the means to get to medical appointments, reducing appointment no shows.
- Improved customer satisfaction as wait times will be shorter, scheduling will be easier and vehicles will be available when people need them.
- Improved efficiencies as transportation providers have fewer dead heads and less down time between trips.
- Lower transportation costs, achieved through route optimization and economies of scale as the program expands to serve a number of funding sources, agencies and jurisdictions.

FUNDING

- Federal grant funds will be used to purchase the software system
- COA requested \$470,000 from FTA for software purchase
- COA will provide match of \$402,225 and THC will provide \$4,000
- HCESP covers the cost of the NEMT trips clients take
- HCESP will cover the incremental transportation scheduling costs occurring

HEALTHCARE PARTNER

- COA will partner with The Health Collaborative who will collect and analyze data.
- THC operates the region's HIE, through which all medical data flows.
- COA will provide our data on social determinants of health which will be given to THC for analysis with health outcome data.
- THC is also our region's hospital association through we will engage health care providers in the project.
- We will leverage THC's Comprehensive Primary Care Plus and Comprehensive Primary Care Ohio projects incorporating access to transportation in their work with 2400 practices to reduce costs and improve outcomes.
- THC will use the exchange to identify practices that serve significant numbers of clients enrolled in the pilot.
- THC will help COA integrate On Demand Transportation into the discharge planning process.



WHAT IS HOME52®?

home52® is a subsidiary of COA.

It is designed to house new products and services marketed to new populations.

COA will use hom52® as the leading organization for this initiative.



PART III:

What Are the Opportunities in the future?



Once we are able to develop the system in Hamilton County, we would roll it to our other clients and payers in other counties



We want the infrastructure to support other systems and have had preliminary meetings with representatives from Hamilton County Developmental Disabilities so that we can incorporate some of their unique needs into the design



We have had several health systems express interest in utilizing the system for some of their patients once operational – our work with THC should help lay the groundwork for future expansion with healthcare systems

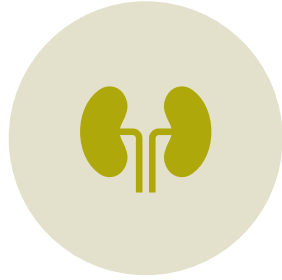


Eventually we would like to be able to serve all social service organizations who have similar special needs populations

VISION



PATIENTS STATE THEY CAN'T
MAKE THEIR APPTS DUE TO
"NO RIDE"



PATIENTS NEED TO GO TO
ANOTHER FACILITY FOR
BLOODWORK, NUTRITION, OR
TESTING



PATIENTS NEED SPECIALIZED
TRANSPORTATION FROM THE
HOSPITAL TO HOME.



A RIDE CANCELS LEAVING
THE PATIENT STRANDED.



A RIDE CAN'T GET TO
PATIENT IN A SENSIBLE
AMOUNT OF TIME

WHAT TYPES OF RIDES WILL THIS PROGRAM COVER?

When the program is fully
operational, we will be able to
provide specialized
transportation on demand when:

Note: We are taking a phased approach and will work with members of the learning collaborative to create a roll out plan that makes sense.

BENEFITS

When we are fully operational, home52® Transportation will offer:

- Through door service.
- Assistance with special equipment – oxygen tanks, walkers, etc.
- Specialty vehicles to meet the needs of seniors - wheelchair vans, wheelchair and bariatric lifts, etc.
- In certain instances, we offer prescription pickup enroute to patients home.
- No need for patients to use 911 or E.R visits for routine health situations.

Note: COA will cover the cost of the trip for patients enrolled in our programs. For those who are not enrolled in a COA program, the patient or healthcare provider will need to pay for the service.





THANK YOU! QUESTIONS?

“COA provided everything I need and I get to stay home and be happy.”

LOUISE

Electronic monitoring systems – more than a lifeline

ESP's electronic monitoring systems (EMS) service makes a real difference for clients like Margot, who has macular degeneration. 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. "It's very scary when you're lying on the floor," Margot said. "My lifeline is my saving grace. If I didn't have it, I'd probably be gone." 49 percent of ESP clients have EMS.



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 \$254,000 in savings to ESP.

Transportation grant will improve options for area seniors



Scan for full story

Council on Aging received a grant from the Federal Transit Administration (FTA) aimed at funding innovative projects to support transportation solutions that expand access to health care. COA will use the grant to improve transportation options and service for area seniors, beginning with a pilot project in Hamilton County ESP.

FastTrack Home helps seniors and families when it is needed most

COA's innovative FastTrack Home Program expanded to Good Samaritan and Bethesda North hospitals, helping more 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, 622 older adults received care through FastTrack Home.



Serving as a full-time caregiver for her mother was taking its toll on Rachelle's physical and emotional health. Then she connected with ESP's caregiver support nurse and got some help. Through ESP, Rachelle's mother began attending adult day care and qualified for a lift chair, shower chair and bedside commode. "I don't know what I would do without these things," Rachelle said. "I couldn't help my mother shower without that chair."

HAMILTON COUNTY ESP CLIENT

STATS 2019

Hamilton 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.

7,762 CLIENTS SERVED

\$1,782
MONTHLY
MEAN INCOME

77%
AGE 70+

69% FEMALE
31% MALE

\$250/MO
OUT-OF-POCKET
MEDICAL EXPENSES

42%
MINORITIES

58%
LIVE ALONE

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

Hamilton County Commissioners

Denise Driehaus, Stephanie Summerow Dumas, Victoria Parks

Hamilton County Elderly Services Program Advisory Council

Rose Stertz, Chair; Bianca Edwards, Vice Chair; Connie Bigony; Janice Hunter; Clarissa Rentz; Matthew Worth

Council on Aging

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



Hamilton 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.

HAMILTON COUNTY ELDERLY SERVICES PROGRAM

2019 ANNUAL REPORT





As our county ages, the need for the Elderly Services Program (ESP) continues to grow. Since passage of the last senior services levy in 2017, enrollment has increased more than 24 percent. In 2019, ESP provided compassionate, cost-effective care to 7,762 older adults.

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. While enrollment grows, we’ve sought ways to bring costs down. The highlights section of this report outlines some of these efforts.

At the same time, we want to bring the benefits of ESP to as many people as possible. ESP’s FastTrack Home service does that. It helps seniors at a critical time – as they recover at home after a hospital or nursing home stay. In 2019, FastTrack Home expanded to more hospitals and served more than 600 seniors.

ESP benefits our entire community. It supports sandwich-generation 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.

I am proud of this program. It’s a promise to our neighbors that they can live with independence and dignity, no matter their income. On behalf of everyone involved in ESP, thank you, taxpayers, for your unwavering support.

Sincerely,
Rose Stertz
Chair, Hamilton County Elderly Services Program Advisory Council

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 income and assets.

ESP is a community partnership. It’s managed by Council on Aging via a contract with Hamilton 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

\$364
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: **5,574 residents**



Support to transition from one care setting to another: **771 clients**

\$3.1
million

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

Anita & Chris

Anita and her husband, Chris, work full-time as nurses. They also have school-age children. So, when Anita’s mother called to share the news that her father had Alzheimer’s disease, the family had to act quickly to find a way to manage his care needs while also juggling the other responsibilities of working and managing a family. Watch their story and learn how ESP supports working caregivers like Anita and Chris.



Aimee

A mom and wife with a rewarding career, Aimee excelled at balancing all her responsibilities – it was something she took pride in. But as her mother was preparing to be discharged from the hospital, the full impact of her care needs sank in and she realized she needed help. ESP’s FastTrack Home service was there for Aimee and her mom. “They were sort of this breath of fresh air when I probably didn’t realize I was suffocating.”

Jean

Knee replacement, breast cancer, heart problems, a global pandemic...Jean, 73, has been through a lot. Through it all, the Elderly Services Program provided the support she needed to stay in her home. “This has really changed my life. Because of ESP, I am still living at home.”



Chandni

When Chandni’s mother developed Alzheimer’s disease, there was no question about moving her to Chandni’s home. Then, a wandering incident prompted Chandni to reach out for help. Chandni connected to ESP’s caregiver support nurse and found the support she needed to balance her career responsibilities, raise her family and keep her mother safe at home.

Visit www.help4seniors.org/HCESP2019 or scan code for full client stories and video.



How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 1992 provides 92 percent of ESP’s funding. The most recent tax levy was approved by 72 percent of voters in 2017. The 1.6-mill levy costs property owners \$40.25 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 Hamilton County, COA leverages state and federal funding to cover 5 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 and assets).

Revenue

Federal and State (via Council on Aging)	\$1,182,515
Client Donation	\$2,778
Client Co-payment	\$558,443
Hamilton County Elderly Services Levy	\$20,327,321
TOTAL REVENUE	\$22,071,057

Expenses

SERVICE*	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	7,762	55,778 months	\$3,829,560
Home Care Assistance	3,946	349,117 hours	\$7,288,206
Electronic Monitoring System	3,766	34,048 months	\$646,343
Home-Delivered Meals	3,377	660,341 meals	\$4,540,330
Medical Transportation	1,324	43,433 one-way trips	\$1,280,011
Home Medical Equipment	779	1,090 items	\$200,727
FastTrack Home Care Management	622	837 months	\$460,715
Consumer-Directed Care**	317	N/A	\$1,077,010
Minor Home Repairs	311	353 repairs	\$274,999
Non-Medical Transportation	307	5,334 one-way trips	\$161,633
Adult Day Services	158	9,239 days	\$586,870
Independent Living Assistance***	108	1,360 hours	\$36,854
Adult Day Transportation**	84	N/A	\$101,484
Environmental Services****	49	121 jobs	\$73,577
Intake and Assessment	N/A	N/A	\$165,678
Administration	N/A	N/A	\$1,347,060
TOTAL EXPENSES			\$22,0171,057

*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

Hamilton County Commissioners distributed funds from the senior services levy to the following organizations: Center for Respite Care, \$210,575; Hamilton County Job and Family Services Adult Protective Services Unit, \$351,109; Hamilton County Veterans Service Commission, \$137,995.

HAMILTON COUNTY ELDERLY SERVICES PROGRAM ADVISORY COUNCIL MEETING

June 2020

COMMUNITY ENGAGEMENT UPDATE:

- Traditional outreach work (speaking engagements, community events) 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 paused most advertising at the start of the pandemic due to rapid, increasing enrollment in the levy program and concerns about service availability.

Temporary coronavirus-focused ads, earned media, and social media outreach have generated community awareness of COA during this time.

MEDIA 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 Hamilton County.

Date	Outlet	Link	Subject
3/12/2020	WVXU	https://www.wvxu.org/post/meals-wheels-prepares-coronavirus-asks-volunteers	Meals on Wheels
3/17/2020	Business Courier	https://www.bizjournals.com/cincinnati/news/2020/03/17/coronavirus-notebook-west-side-bar-shut-down-bb-t.html	How to help during Coronavirus

3/18/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/news/2020/03/18/changes-keep-meals-coming-seniors-near-cincinnati-despite-coronavirus/2863369001/	Meals for seniors
3/20/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/news/2020/03/17/heres-how-you-can-help-others-during-coronavirus-pandemic/5043357002/	How to help during Coronavirus
3/26/2020	WLWT Ch. 5	https://www.wlwt.com/article/local-volunteers-help-seniors-who-are-scared-to-leave-home-to-get-groceries/31946856?fbclid=IwAR0uDbQiuL-TdnheevTSplA5AAPoZBWcjdrWmdT-3pjBvAnArwdsMRI0CVM	Meals to seniors – came out of HCBCCC press conference
3/26/2020	WVXU	https://www.wvxu.org/post/agency-taking-care-seniors-during-covid-19-crisis-and-you-can-help#stream/0	Meals to seniors – came out of HCBCCC press conference
3/26/2020	FOX 19	https://www.fox19.com/2020/03/26/watch-live-officials-give-update-efforts-proactively-keep-vulnerable-seniors-safe/	Information on how to proactively help keep seniors safe, S Burke
3/26/2020	WKRC-Local 12	https://local12.com/news/local/council-on-aging-briefs-hamilton-county-commissioners-about-help-for-seniors	COA brief to Ham Co. Commissioners
3/31/2020	WCPO- Ch. 9	https://www.wcpo.com/news/coronavirus/acts-of-kindness/fill-the-truck-pivots-to-help-older-citizens-obtain-groceries-essential-items	Fill the Truck
4/2/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/news/2020/04/02/covid-19-donate-items-local-seniors-crossroads-church/5114963002/	Crossroads partnership
4/8/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/news/2020/04/08/coronavirus-ohio-fraternity-brothers-help-process-21-000-meals-seniors/2962965001/	Volunteers for COA from Miami U
4/9/2020	Not for Profit Newsletter	http://campaign.r20.constantcontact.com/render?m=1103604999136&ca=98f2a589-bc44-46ae-a299-d56ce03796d3	NOTE: Scroll down to see COA coverage; COA receives grant from Aetna
4/9/2020	WCPO- Ch. 9	https://youtu.be/Q8WtNHPMQWk	COA receives funds from GCF/UW COVID-19

			fund; highlights services we are providing
4/15/2020	Business Courier	https://link.zixcentral.com/u/5f4176d3/psOvgGaQ6hGcYb4th3soMg?u=https%3A%2F%2Fwww.bizjournals.com%2Fcincinnati%2Fnews%2F2020%2F04%2F15%2Flarosas-to-feed-vulnerable-seniors-during-covid-19.html	partnership with LaRosa's
4/16/2020	CityBeat	https://www.citybeat.com/food-drink/the-dish/blog/21128592/larosas-provides-meals-to-seniors-to-offer-comfort-during-coronavirus-isolation	LaRosa's Partnership
4/16/2020	News Break	https://link.zixcentral.com/u/f36d18e4/ALCvgGaQ6hGj9r4th3soMg?u=https%3A%2F%2Fwww.newsbreak.com%2Fohio%2Fcincinnati%2Fnews%2F00lxuYkh%2Flarosas-provides-meals-to-seniors-to-offer-comfort-during-coronavirus-isolation	LaRosa's
4/20/2020	Cincinnati Enquirer	https://link.zixcentral.com/u/a89ab38e/avQT452E6hGjRglh3soMg?u=https%3A%2F%2Fwww.cincinnati.com%2Fstory%2Fnews%2Fheartland%2F2020%2F04%2F20%2Fheartland-family-plans-100th-birthday-celebration%2F5155567002%2F	LaRosa's deliveries
4/27/2020	FOX 19	https://www.fox19.com/2020/04/27/larosas-council-aging-team-up-deliver-thousands-meals-low-income-seniors/	LaRosa's Partnership and deliveries
4/27/2020	WMKV	https://streamdb3web.securenetsystems.net/cirrusencore/index.cfm?stationCallSign=W MKVF M&onDemandAutoStart=true	NOTE: Scroll to May 1 Spotlight program; Podcast with guest Paula Smith
5/2/2020	Cincinnati Enquirer	https://link.zixcentral.com/u/a3d6ae93/fE2vgGaQ6hGXS74th3soMg?u=https%3A%2F%2Fwww.dropbox.com%2Fs%2F84cjyog350roymg%2Fcincinnati%2520Enquirer%2520COA%2520%253A%2520LaRosa%2527s.pdf%3Fdl%3D0	LaRosa's
5/6/2020	Cin Bar Assoc newsltr/	https://link.zixcentral.com/u/5e7246cf/Os5yvviV6hGf8JDshnsoMg?u=https%3A%2F%2Fwww.cincybar.org%2Fportals%2F43%2Fcba_report%2F2020%2FMay-June%2Findex.html	NOTE: Navigate to page 16 for article; seniors and the pandemic

	Pro Seniors		
5/7/2020	Fast Casual	https://link.zixcentral.com/u/51468fc1/QCCvgGaQ6hGzF74th3soMg?u=https%3A%2F%2Fwww.fastcasual.com%2Fblogs%2Frestaurants-coming-to-the-rescue-amid-covid-19%2F	LaRosa's
5/8/2020	Cincinnati Business Courier	https://www.bizjournals.com/cincinnati/news/2020/05/08/taste-of-belgium-helps-feed-vulnerable-seniors.html	Taste of Belgium partnership
5/9/2020	Housing Opportunities Made Equal (HOME) podcast	https://link.zixcentral.com/u/3db8a779/vp1uBJ2T6hGetA3TIYY8jw?u=https%3A%2F%2Fsoundcloud.com%2Fuser-790526164%2Fthe-fair-housing-podcast-episode-6-covid-19-and-the-impact-on-older-people	Paula Smith interviewed
5/11/2020	WKRC-Local 12	https://local12.com/news/local/taste-of-belgium-council-on-aging-team-up-to-provide-meals-for-seniors-cincinnati	Taste of Belgium partnership
5/14/2020	Not for Profit newsletter	http://campaign.r20.constantcontact.com/render?m=1103604999136&ca=4a6baa5c-da21-4c8f-a3f9-f393b832c9fc	NOTE: Scroll down to see COA coverage when in link; Taste of Belgium meals
5/18/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/news/2020/03/17/heres-how-you-can-help-others-during-coronavirus-pandemic/5043357002/	How to Help during Coronavirus article origin. published 3/17; updated 5/18
5/26/2020	Cincinnati Enquirer	https://www.cincinnati.com/story/money/2020/05/26/united-way-starts-fundraising-early-our-families-need-help-now/5259225002/	COA emergency food boxes

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 several Hamilton County success stories 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 Hamilton County and COA's service region during the pandemic.

Teamwork helps clients caught in perfect storm of COVID-19 and power outages

April 16, 2020 - As if the social and emotion effects of the COVID-19 pandemic weren't enough, during the evening and overnight hours of April 8, a large portion of Council on Aging's (COA) service area experienced a line of severe weather. Many people in our region were left without power for 24 hours or more – including seniors living in several area senior apartment buildings.

Elizabeth, HCESP Client

Elizabeth, 82, has been a client of the Hamilton County Elderly Service Program (HCESP) for years. Through HCESP, Elizabeth received a life alert system. When the Coronavirus pandemic changed the world, she was having difficulty finding cleaning and personal supplies. She knew just where to call. She called her ESP Care Coordinator, Jodi and asked for extra help.

Hamilton County veteran turns to COA for help

John served his country in Vietnam. Now, it's our turn to serve him. Just prior to the COVID-19 health crisis, John's life changed when he lost his part-time job, his house and his car. When the Coronavirus pandemic changed the world, John decided to reach out to Council on Aging (COA) for help.

Gloria, HCESP Client

Gloria, a Hamilton County Elderly Service Program (ESP) client, was receiving weekly aide services prior to the COVID-19 crisis. Though Gloria had opted to suspend her weekly in-home services due to social distancing, ESP and Council on Aging (COA) were still able to be part of her life.

Kathryn, Hamilton County resident

"You are a group of heavenly angels." Well, we just like to help. And that's what we did for Kathryn. After hearing about Council on Aging (COA) through a television promotion, Kathryn called "211" and was transferred to COA.

John and Michele, Hamilton County residents

Michele is very involved in her dad's care. As a matter of fact, her father, John, lives in a condominium in the same Hamilton County neighborhood. She was concerned that if she or her husband were to fall ill, they would not be able to provide food for him. Michele contacted Council on Aging (COA), to see what help might be available.

Harry, Hamilton County resident

Council on Aging (COA) relied on the help of many generous volunteers during the COVID-19 pandemic. Volunteers collected, packaged and delivered supplies, and others helped with weekly wellness checks by phone. Robin, with Lakota Hills Baptist Church (LHBC), volunteered for COA by calling seniors for weekly wellness check ins. On Good Friday, Robin spoke with Harry, 72, who told her he was out of food.

Dr. Cassandra, Hamilton County resident

Dr. Cassandra is no stranger to hard work, getting her PhD in Education. But she knows her limitations, and because of her advanced psoriasis, she knew she needed help from the Council on Aging (COA) to live a full life. "You know," she says, "I am creative and can do things for myself, but I know when I need help."

Joyce – Hamilton County resident

"Council on Aging is a lifesaver." Joyce, 80, has enjoyed the services she receives from her Area Agency on Aging – first in Cleveland through Western Reserve Area Agency on Aging, and then through Council on Aging (COA) when she moved to Cincinnati in 2015. Through her COA-provided home-delivered meals, an aide to help around the house three days/week, and her life alert button, Joyce is thriving in her apartment even as her full-body arthritis makes everyday living difficult.

Jean, HCESP Client

Jean has been a Hamilton County Elderly Services Program (HCESP) client since January of 2019. She receives help with housekeeping as well as an emergency response system (life alert button). When the COVID-19 crisis changed the world, Jean began receiving home-delivered meals. At first, Jean was reluctant to have the meals because she remembered not liking the taste when she tried them years ago while taking care of her mother.

Seniors receive special meals, needed supplies during COVID-19 pandemic

Council on Aging (COA) is fortunate to be able to take care of area older adults – especially when they need a little extra help because of the Coronavirus pandemic. Through partnerships with area organizations, we delivered personal supplies and needed food to our community's older adults.

COA partners with Crossroads Church, Frame USA and others to Fill the Truck for seniors

In early April, COA partnered with Crossroads Church, Frame USA and other churches, non-profits and volunteer groups to collect personal care items for area older adults. Many older adults were struggling to find and purchase essential household items such as toilet paper, cleaning products, personal care items and pet food. Through this partnership, COA held a regional donation drive on April 4, followed by other smaller donation drives across its service area. Through these efforts more than 500 personal care supply boxes were distributed to older adults in need. [Click here](#) to watch a video from the April 4 events.