

## AGENDA

### CCESP Advisory Council Meeting

February 18, 2025 at 9:00 am – 10:30 am

Clinton County Office Annex, 111 S. Nelson Avenue, Wilmington OH 45177

Entrance B, Community Room A

Join via Zoom:

<https://zoom.us/j/94505895271?pwd=qtPGtB9lITegx6yK5hWsfuP3Xlrita.1>

Meeting ID: 945 0589 5271

Passcode: 315073

<b>CALL TO ORDER</b>	Nicole Rodman
<b>APPROVAL OF MINUTES</b> ❖ December 3, 2024, Minutes (Action Needed)	Nicole Rodman
<b>QUARTERLY REPORTS</b> ❖ Program Dashboard & Financial Report  ❖ Program Update Report ○ 2025 Services with a Capacity or Quality Problem ○ Maximum Reimbursement Rates ○ Provider Quality Report	Ronnie Spears  Jennifer Lake
<b>OLD BUSINESS</b> ❖ CC Community Action – Accordion Door Update	Ronnie Spears
<b>NEW BUSINESS</b> ❖ Updated Sliding Fee Scale (Action Needed)  ❖ Fixed Copayment Proposal  ❖ Confidentiality & Conflict of Interest Forms	Ronnie Spears  Ronnie Spears  Nicole Rodman
<b>HEARING THE PUBLIC</b>	Nicole Rodman
<b>ADJOURNMENT</b>	Nicole Rodman

**NEXT MEETING:** June 17, 2025

**MINUTES**  
**CCESP ADVISORY COUNCIL MEETING**  
**TUESDAY, DECEMBER 3, 2024 @ 9:00 A.M.**

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**ATTENDANCE**

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<b>Members Present:</b> Bob Baker Sue Caplinger Stella Cramer Donald Gephart Timothy Hawk David Moore Jeffrey Orth (virtual) Nicole Rodman	<b>COA Staff:</b> Nan Cahall Lisa Portune Ronnie Spears Shelby Stout Ken Wilson	<b>Guests:</b> Derrico Steels
<b>Excused:</b>	<b>Facilitator:</b> Nicole Rodman	<b>Scribe:</b> Christina Adams
<b>Absent:</b>		

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**CALL TO ORDER / WELCOME**

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The December 3, 2024, meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 9:00 a.m.

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**APPROVAL OF MINUTES**

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Nicole Rodman called for a motion to approve the June 18, 2024 CCESP Advisory Council meeting minutes.

**Motion:** Bob Baker made a motion to approve the June 18, 2024 minutes as presented.

**Second:** Sue Caplinger seconded the motion.

**Action:** The September 17, 2024 minutes were unanimously approved as presented.

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**QUARTERLY REPORTS**

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***Program Dashboard & Financial Report***

Ken reviewed the Program Dashboard which covers the third quarter (July – October 2024). Please see handout for full details. There was a slight increase in the number of clients not matched with a provider. This was due to the loss of one provider, Heavenly Helpers. Five clients were assisted with receiving benefits through their Medicare Advantage plan, saving the Elderly Services Program \$20,700 as of the end of the third quarter.

Stella asked if clients who do not have a Medicare Advantage plan can still receive these services. Ken shared that they would still qualify for the services which would be paid through ESP. This is based on the payer of last resort.

Ronnie shared the Q3 (July – October 2024) Financial Report (please see handout for full details). This is nine months of actual financials and three months of projections for this calendar year. All ARPA funds were utilized by September 30 as required. We are coming in under budget by \$257,782 or 12.3%.

### ***Program Update Report***

Ken reviewed the Program Update Report (please see handout for full details). The Guardian Medical Monitoring EMS contract went into effect on November 1, 2024. All appeals to the EMS RFP have been addressed. This Guardian Medical Monitoring contract will provide a 20% reduction in cost over five years.

This report included the proposed 2025 provider monitoring schedule. All providers that COA contracts with are monitored on a regular basis to ensure their contract requirements are met, e.g., background checks are completed, and appropriate training is in place for new employees.

A draft Request for Proposal (RFP) schedule for 2025 was reviewed. Transportation, Home Care Assistance, and Laundry Delivery is listed in the report, but this may change as an RFP may not be necessary for all of these services. An update will be shared at the next meeting.

**Action:** Lisa to provide update on 2025 Request for Proposal Schedule at the February meeting.

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### **OLD BUSINESS**

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There was no old business to report.

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### **NEW BUSINESS**

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#### ***Five-Year Levy Projections***

Ronnie reviewed the five-year levy projections. This covers 2023 through 2027. We are projecting to end the five-year cycle with a levy fund balance of \$1.3M. This is roughly eight months of services that can be carried over into the next levy cycle. Ken added that when the last levy increase was proposed to the Commissioners and the Advisory Council, we were projecting that a waiting list (managed enrollment) would be needed toward the end of the five-year levy cycle. We are no longer projecting this need as revenue came in higher than what the auditor estimated, and our expenses have been lower due to the competitive bidding for services that came in last year.

#### ***Community Engagement***

Haley provided an update on Senior Center Outreach. On August 13, we participated in Wake Up Wilmington podcast at Murphy Theater. On August 27, we hosted the Chamber on the Move at the Smith-Feike building (COA office location in Wilmington). We continue to go to the quarterly Clinton County networking meetings which have been run through the Community Care Hospice. Our presentation there had a great turnout. On October 16, we held a presentation at Blanchester Senior Center. On October 29, a round table was held in Sabina to provide information. We plan to continue promoting HUD home modification program, and ESP with flyers and brochures in public places. Please let Haley know if you are aware of public places where these materials should be shared.

#### ***CC Community Action Senior Center***

Ken shared an update on the Clinton County Community Action Senior Center (please see handout for details). The floor at the senior center was replaced using the senior center grant funding that was

awarded. Following replacement of the floor, the room dividing accordion door began to damage the flooring. In addition to damaging the floor, the door is old and is not functioning properly. They are requesting funding to replace the door. Ken recommended that replacing the door is funded because this is an extension or change request of a project that we previously approved. We are under budget for the year, there is money available, and this request supports the needs to maximize the use of the senior center which is seeing increased attendance. Two quotes were received. The quote they would like to go with is for \$29,320. This is the lowest cost.

Nicole asked that consideration be taken in the decision to approve this request. If this is approved, it may open us up to other requests to fund an ongoing situation outside of our Senior Center Grant award. Don added that this situation is similar to a change order and was not anticipated when the floor was installed but needs to be fixed. He suggested that this type of request be considered on an individual basis, and that we make clear that these types of requests should be done through the grant. Stella added that the new floor was laid over the original flooring which affected the function of the door (also original equipment).

After discussion, the council agreed that replacement of the door is necessary and should be funded. The CC Community Action Senior Center is a robust program that provides opportunities and space for their programs and activities in addition to opening their space up to other organizations. Nicole noted that all similar future request will be considered on a case by case basis along with the amount of funding available.

Nicole Rodman called for a motion to approve the replacement of the room dividing door.

**Motion:** Don Gephart made a motion to approve the replacement of the room dividing door.

**Second:** David Moore seconded the motion.

**Action:** The replacement of the room dividing door was unanimously approved. Stella Cramer abstained.

**Action:** Ken will provide an update at the February 18, 2025 meeting.

### ***2025 Senior Center Grant RFP Process***

Nicole shared the Clinton County Senior Services Grant application (see handout for details).

Ken noted that the only change to the application is the addition of the requirement to identify who owns the building along with providing verification of project approval.

Don asked for clarification regarding ownership of the building. Nicole noted that the agency applying does not have to own the building but must share who has the decision making authority to make a modification or repair.

Ken noted that the first Advisory Council meeting in 2025 is scheduled for February 18. This falls before the March 1 grant submission deadline. He suggested the deadline be extended to May 1, 2025 so that proposal can be received and reviewed at the June meeting. It was agreed the deadline would be extended to May 1.

**Action:** Ken to extend deadline in application.

### ***2025 Schedule of Meeting Dates***

The schedule of 2025 CCESP Advisory Council meetings was provided. Ken shared that the March meeting was moved to February due to a change to the copayment process that requires review before March.

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## **HEARING THE PUBLIC**

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No one from the public was present.

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## **ADJOURNMENT**

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With no further business to discuss, Nicole adjourned the meeting at 9:40 a.m.

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## **NEXT MEETING**

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February 18, 2024



**Clinton County ESP  
Program and Financial Report  
Quarter 4, 2024 (Oct. - Dec. 2024)**



**Clinton County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**EXECUTIVE SUMMARY**

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**Highlighted Findings**

**1. Census Trends**

- A. Compared to last year (Quarter 4, 2023), census decreased by -8 clients (from 456 to 448) or -1.75%.
- B. Compared to last quarter (Quarter 3, 2024), census increased by -3 client (from 451 to 448) or -0.67%.

**2. Fast Track Home**

- A. Average length of stay has decreased by -1 day compared to Quarter 3, 2024 (from 53 to 52).
- B. New Enrollments decreased by -3 when compared Q3, 2024 (19 from to 16).
- C. Total clients who transferred to ESP from FTH increased by 3 from Quarter 3, 2024 (from 10 to 13).

**3. Financials**

- A. Total Levy Revenue: The amount drawn down from the levy is \$1.8 million in 2024, as compared to the budgeted amount of \$1.9 million. The variance as compared to budget is under by \$116,998 or 6.2%
- B. Total Expenses: The total expenses are \$1.9 million as compared to \$2.1 million in the budget. The variance as compared to budget is under by 248,373 or 11.8%
- C. Purchase Services: The expense for in home services was lower by \$179,411 or 11.5% as compared to budget.



# Clinton County ESP

Quarter 4, 2024 (October - December 2024)

## TRADITIONAL ESP CENSUS TRENDS

### Quarter-End Census by Program

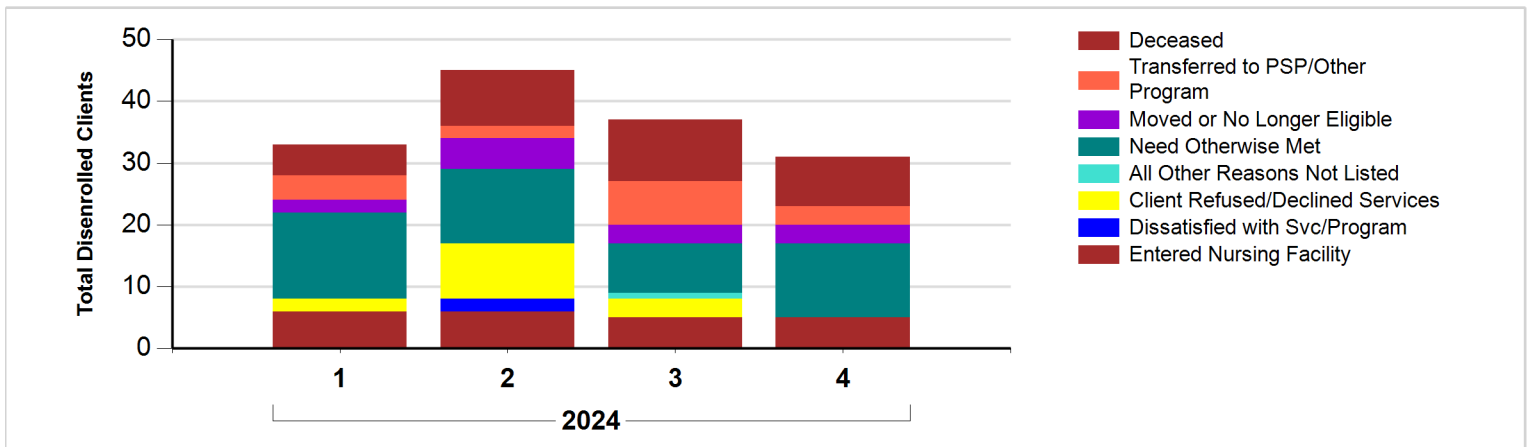
Year	2024			
Quarter	1	2	3	4
<b>ESP</b>	<b>457</b>	<b>444</b>	<b>451</b>	<b>448</b>
<b>FTH</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>4</b>
<b>Medicaid Programs</b>	<b>143</b>	<b>145</b>	<b>153</b>	<b>147</b>
Passport	14	16	20	20
Assisted Living	0	2	2	4
Molina	56	58	59	54
Aetna	73	69	72	69

### Quarter-End Census, New Enrollments, and Disenrollments

Year	2024			
Quarter	1	2	3	4
Quarter-End Census	457	444	451	448
New Enrollments	32	34	41	29
Disenrollments	33	45	37	31

### Disenrollment Outcomes

Year	2024			
Quarter	1	2	3	4
Client Refused/Declined Services	2	9	3	0
Deceased	5	9	10	8
Dissatisfied with Svc/Program	0	2	0	0
Entered Nursing Facility	6	6	5	5
Moved or No Longer Eligible	2	5	3	3
Need Otherwise Met	14	12	8	12
Transferred to PSP/Other Program	4	2	7	3
All Other Reasons Not Listed	0	0	1	0
<b>Total</b>	<b>33</b>	<b>45</b>	<b>37</b>	<b>31</b>

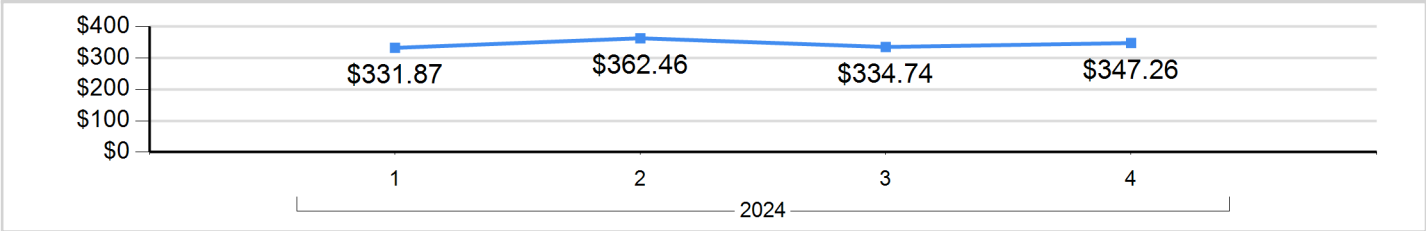






**Clinton County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**TRADITIONAL ESP SERVICE TRENDS**

**Average Monthly Cost per Client**



**Distinct Clients Served by Service Group<sup>1</sup>**

Year	2024			
Quarter	1	2	3	4
Consumer Directed Care	21	27	22	24
Electronic Monitoring	271	248	256	259
Home Care Assistance	263	266	251	236
Home Delivered Meals	171	164	177	173
Home Medical Equipment	19	17	7	16
Home Modification	3	1	4	2
Other Services	2	1	1	1
Transportation	13	16	11	16
<b>All Services (Unduplicated)</b>	<b>458</b>	<b>446</b>	<b>438</b>	<b>435</b>

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

Year	2024			
Quarter	1	2	3	4
Consumer Directed Care	1,499	2,158	1,893	1,643
Electronic Monitoring	844	803	835	750
Home Care Assistance	4,639	4,845	4,407	4,501
Home Delivered Meals	10,874	10,714	11,176	11,474
Home Medical Equipment	21	17	7	22
Home Modification	3	1	4	2
Other Services	3	2	1	3
Transportation	50	63	37	61

**Dollars Paid by Service Group (Purchased Services)**

Year	2024			
Quarter	1	2	3	4
Consumer Directed Care	\$31,046	\$42,704	\$36,173	\$34,186
Electronic Monitoring	\$21,464	\$18,666	\$18,877	\$15,489
Home Care Assistance	\$161,783	\$175,307	\$154,887	\$163,782
Home Delivered Meals	\$119,207	\$117,200	\$122,029	\$130,083
Home Medical Equipment	\$10,475	\$7,813	\$1,327	\$9,163
Home Modification	\$4,250	\$90	\$6,820	\$6,150
Other Services	\$3,000	\$300	\$250	\$375
Transportation	\$5,375	\$5,928	\$4,177	\$5,976
<b>All Services</b>	<b>\$356,600</b>	<b>\$368,008</b>	<b>\$344,540</b>	<b>\$365,204</b>



**Clinton County ESP FTH**  
**Quarter 4, 2024 (October - December 2024)**  
**FAST TRACK HOME CENSUS TRENDS**

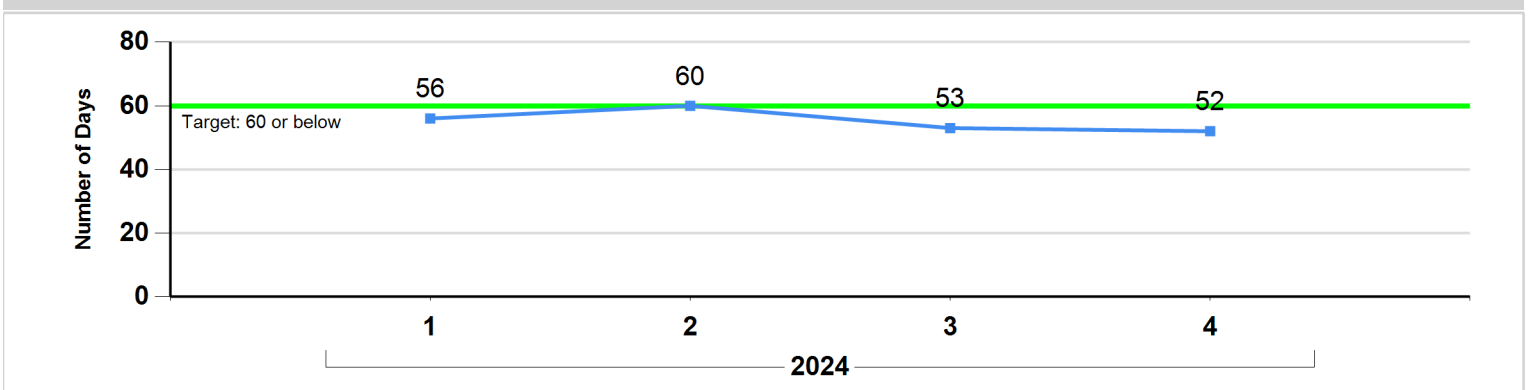
**Total Clients Served, New Enrollments, Disenrollments**

	2024			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	14	14	19	16
Disenrollments	16	13	21	19
Clients Transferred to ESP	5	5	10	13
	31.25%	38.46%	47.62%	68.42%

**Enrollment by Setting**

	2024			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Miami Valley Hospital	0	0	4	1
Spousal Meals	1	1	2	4
Community	2	7	0	0
Clinton Memorial Hospital	5	3	7	8
The Christ Hospital	0	1	1	2
TriHealth Hospital Network	2	0	0	0
Other Hospital	1	0	1	0
Skilled Nursing Facilities	3	1	2	1
Skilled HHC	0	0	1	0
Not Captured	0	1	1	0
<b>Total</b>	<b>14</b>	<b>14</b>	<b>19</b>	<b>16</b>

**Average Length of Stay**





**Clinton County ESP FTH**  
**Quarter 4, 2024 (October - December 2024)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	4	1	4	3
Home Care Assistance	7	8	4	1
Home Delivered Meals	10	10	18	9
Home Medical Equipment	0	2	2	4
Transportation	0	1	0	1
<b>All Services (Unduplicated)</b>	<b>16</b>	<b>14</b>	<b>19</b>	<b>12</b>

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

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	6	2	6	4
Home Care Assistance	96	70	47	2
Home Delivered Meals	249	276	458	245
Home Medical Equipment	0	2	2	5
Transportation	0	2	0	2

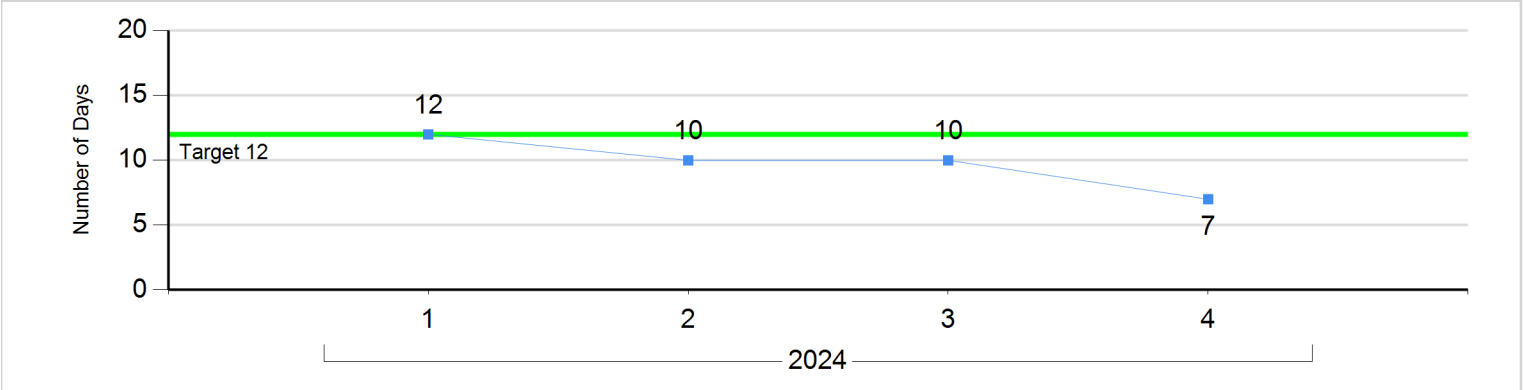
**Dollars Paid by Service Group (Purchased Services)**

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	\$152	\$50	\$150	\$76
Home Care Assistance	\$3,473	\$2,444	\$1,635	\$70
Home Delivered Meals	\$2,760	\$3,039	\$5,034	\$2,792
Home Medical Equipment	\$0	\$215	\$2,650	\$420
Transportation	\$0	\$330	\$0	\$200
<b>All Services</b>	<b>\$6,385</b>	<b>\$6,078</b>	<b>\$9,468</b>	<b>\$3,558</b>



**Clinton County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**Traditional ESP PERFORMANCE TRENDS**

**Average Number of Days from Intake Call to the Enrollment Assessment<sup>1</sup>**



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients in Need of HCA or CDC	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC
2024	1	289	18	6%	86%	8%
2024	2	341	20	6%	85%	9%
2024	3	323	26	8%	81%	11%
2024	4	304	17	6%	83%	11%

**Home Delivered Meals - Client Satisfaction Survey Results**

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	90.60%	97.51%	97.08%	99.31%
Good Choice of Meals Available	69.23%	94.00%	92.31%	100.00%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	100.00%	95.00%	96.00%	100.00%
Service Returns Client Home Promptly	100.00%	100.00%	100.00%	100.00%

**Home Care Assistance - Client Satisfaction Survey Results**

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	92.05%	96.39%	93.51%	92.31%
Aide is Dependable	93.55%	97.44%	91.67%	97.22%



**Clinton County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**MEDICARE BENEFIT COST SAVINGS**

**ESP Cost Savings Analysis**

**Referrals**

Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	2	3	5	8
Over The Counter(OTC)	1	3	5	7

**Services Awarded**

Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	1	2	5	4
Medical Transportation	1	3	2	4
<b>Total Distinct Clients</b>	2	2	5	5

**Rolling Annual Cost Savings**

Year	2023	2024
Total Cost Savings	\$24,199	\$27,600



**Clinton County ESP**  
**Quarter 4, 2024 (October - December 2024)**

**FINANCIALS: Based on Actual Revenue & Expenses as of December 31st, 2024<sup>1</sup>**

	Annual Actual	Annual Budget	Budget Variance	Percent Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$1,777,458	\$1,894,456	(\$116,998)	-6.2%
<b>Federal &amp; State Funding</b>				
Title III B	(\$780)	\$0	(\$780)	
Title III C2 - Home Delivered Meals	(\$5,152)	154,523	(\$159,675)	-103.3%
Title III E - Caregiver Support	0	0	0	
Alzheimer's	0	0	0	
Nutrition Services Incentive Program (NSIP)	10,816	15,708	(\$4,892)	-31.1%
Senior Community Services (SCS)	0	0	0	
Other Federal (AARPA)	34,610	0	34,610	
<b>Client Contributions</b>				
Client Donations	0	451	(\$451)	-100.0%
Co-Pays Received	36,563	36,750	(\$187)	-0.5%
<b>Total Revenue</b>	<b>\$1,853,516</b>	<b>\$2,101,888</b>	<b>(\$248,373)</b>	<b>-11.8%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$117,201	\$132,906	\$15,705	11.8%
Intake & Assessment	1,796	4,542	2,746	60.5%
FTH Case Management	42,005	68,112	26,107	38.3%
Case Management	306,893	331,297	24,404	7.4%
<b>Total Operational Expenses</b>	<b>\$467,896</b>	<b>\$536,857</b>	<b>\$68,962</b>	<b>12.8%</b>
<b>Purchased Services</b>				
Home Care Assistance	\$663,380	\$775,115	111,735	14.4%
Consumer Directed Care	148,351	157,329	8,978	5.7%
Home Medical Equipment	28,778	43,727	14,949	34.2%
Emergency Response Systems	74,495	91,957	17,462	19.0%
Minor Home Modifications	17,310	89,572	72,262	80.7%
Chore	3,925	2,729	(\$1,196)	-43.8%
Home Delivered Meals	502,145	525,654	23,509	4.5%
Medical Transportation	21,456	45,833	24,377	48.8%
Senior Center Funding	81,488	50,000	(\$31,488)	0.0%
Healthy Aging Grant **	(\$155,709)	(\$216,885)	(\$61,176)	-3.9%
<b>Gross Purchased Services</b>	<b>\$1,385,620</b>	<b>\$1,565,031</b>	<b>\$179,411</b>	<b>11.5%</b>
<b>Gross Program Expenses</b>	<b>\$1,853,516</b>	<b>\$2,101,888</b>	<b>\$248,373</b>	<b>11.8%</b>
<b>Client Census</b>	<b>452</b>	<b>441</b>	<b>-11</b>	<b>-2.5%</b>
<b>Cost of Services per Client</b>	<b>\$272.41</b>	<b>\$303.02</b>	<b>\$30.62</b>	<b>10.1%</b>

\* The category total I&A, FTH Case Mgmt, and Case Mgmt as compared to budget are under by \$53,257 or 13.2%.

\*\* Healthy Aging Grant being used for Utility Assistance and Digital Literacy Outside of the County Levy Elderly Services Program.

## 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, 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 the timing of census reporting and back dating client enrollments and disenrollments.

## 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 Environmental Services.
- 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 Pest Control.

## 5. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Hours
- C. Electronic Monitoring - Number of Months
- D. Home Care - Number of Hours
- E. Home Delivered Meals - Number of Meals
- F. Medical Transportation - Number of Trips

6. **N/A:** This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

## 7. Benefit Cost Savings:

OTC Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.

## Clinton County Program Update Report February 2025

### **Adult Day Services (ADS)**

No change since last report

### **Electronic Monitoring Systems (EMS)**

No change since the last report.

### **Environmental Services**

No change since the last report.

### **Home Care Assistance (HCA)**

Katy's Home Care was placed on a level 2 violation for non-compliance on 10/17/24. They submitted all required documentation to address the violation. The information was reviewed and accepted. A notification was sent to Katy's Home Care lifting the level 2 violation on 11/15/24.

### **Home Delivered Meals (HDM)**

COA held the 2025 Nutrition Provider Summit on January 16th at the COA offices. Providers from all 5 counties attended. Discussion topics included strategies to modernize Home Delivered Meals, approaches to increase donation-based funding for the meal delivery program, and innovative ideas for program growth and cost savings.

### **Home Medical Equipment (HME)**

We will be adding Tri-State Maintenance for non-permanent ramps in Clinton County this month to meet capacity issues with this specific HME service.

### **Minor Home Modification and Repair (MHM)**

No change since the last report.

### **Senior Farmers Market Nutrition Program**

Planning has begun for the 2025 Senior Farmers Market Nutrition Program. ODA is completing an RFP for vendors with the goal of streamlining the process to allow easier access for clients.



## Transportation Services

No changes since the last report

## Maximum Reimbursement Rates for Clinton County effective 10/1/24 – 9/30/25

Service	Cost Per Unit	Unit
Adult Day Service - Intensive	\$49.88	Per ½ Day
Consumer Directed Care	\$ 3.75	Per 15 min
Electronic Monitoring System (med dispenser)	\$20.00	Per 1/2 Month
Home Delivered Meals (mechanically altered)	\$30.00	Per Meal
Home Medical Equipment (Electric Hospital Bed)	\$2,495.00	Per Unit
Home Care Assistance	\$9.17	Per 15 min

## 2024 Executive Provider Monitoring Summary

ESP Provider List	Review Frequency	2024 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
101 Mobility	Bi-Ennial	9/11/2024		N/A	N/A		
Active Day Cincinnati	Annual	12/29/2023		N/A	N/A		
American Ramp Systems	Bi-Ennial	11/14/2023		N/A	N/A		
Arrow Heating Cooling and Home Maintenance, LLC	Annual	11/5/2024		N/A	N/A		
Bayley Adult Day	Annual	8/22/2024		N/A	N/A		
Bernens Medical Pharmacy	Bi-Ennial	12/5/2023		N/A	N/A		
Clinton County Community Action Program	Annual	9/5/2024		Schedule of Questioned Cost	No		Yes
Custom Home Elevator	Bi-Ennial	8/8/2023		N/A	N/A		
First Community Health Care Services, LLC	Annual	12/10/2024		N/A	N/A		
Gabriel's Angels	Annual	8/6/2024		N/A	N/A		
Guardian Medical Monitoring	Bi-Ennial	11/29/2023		N/A	N/A		

Home First Non-Medical	Bi-Ennial	12/5/2023		N/A	N/A		
Janz Medical Supply	Annual	7/1/2024		N/A	N/A		
Katy's Home Health Care LLC	Annual	8/6/2024		N/A	N/A		
Milt's Termite & Pest Control	Bi-Ennial	7/19/2023		N/A	N/A		
People Working Cooperatively, Inc. (PWC)	Bi-Ennial	5/9/2023		N/A	N/A		
Senior Helpers of Dayton	Annual	9/13/2024		N/A	N/A		
Stateline Medical Equipment	Bi-Ennial	5/29/2024		N/A	N/A		
Tri-State Maintenance	Bi-Ennial	6/6/2024		N/A	N/A		
Meals on Wheels of Southwest OH & Northern KY (Wesley)	Annual	4/4/2024		N/A	N/A		

<b>SERVICE KEY</b>
ADS = Adult Day Services
ADS Transp = Adult Day Transportation
CM = Care Management
ERS = Emergency Response System
ENVIR = Environmental
HCA = Home Care Assistance
HDM = Home Delivered Meals
ILA = Independent Living Assistance
MHM = Minor Home Modifications
Transp = Transportation

## 2025 Provider Monitoring Schedule

### CLINTON COUNTY ESP PROVIDER MONITORING SCHEDULE

(Please find below the list of Clinton County Providers of ESP Services and the tentative dates for annual review for 2025.)

Clinton County ESP Providers	Review Type	Review Tentative Date
Active Day Cincinnati	Annual	Dec-24
American Ramp Systems	Biennial	Nov-25
Arrow Heating Cooling and Home Maintenance, LLC	Annual	Nov-25
Bayley Adult Day	Annual	Aug-25
Bernens Medical Pharmacy	Biennial	Dec-25
Clinton County Community Action Program	Annual	Sep-25
Custom Home Elevator	Biennial	Aug-25
First Community Health Care Services, LLC	Annual	Jan-25
Gabriel's Angels	Annual	Aug-25
Guardian Medical Monitoring (PAA4 home PAA)	Biennial	Nov-25
Home First Non-Medical	Biennial	Dec-25
Janz Medical Supply FKA Mullany's	Annual	Jun-25
Katy's Home Health Care LLC	Annual	Aug-25
Milt's Termite & Pest Control (PAA 2)	Biennial	Jul-25
PWC People Working Cooperatively, Inc.	Biennial	May-25
Senior Helpers of Dayton	Annual	Sep-25

### 2025 Draft Request for Proposal (RFP) Schedule

COA potentially may issue the following RFP during 2025:

- Transportation

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming year.

RFP evaluations will have 3 categories:

- **Financial Analysis and Stability:** Proposals will be scored on their agency's demonstration of financial stability.
- **The Organization and Capabilities Overview:** Focus will include- emergency preparedness, quality improvement and service delivery to meet the changing needs of the older adults. Proposals demonstrating a county presence will receive additional scoring.
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

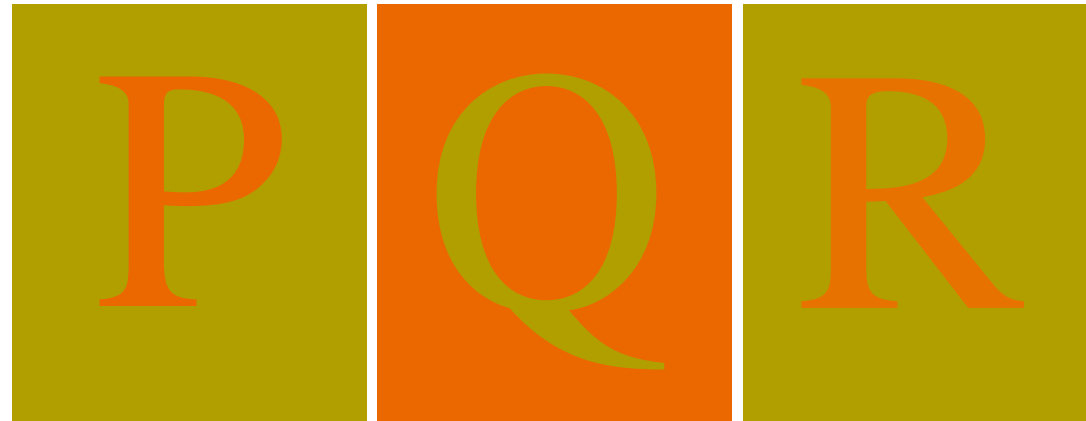
**Services with a capacity problem:**

The following services have been identified as having a capacity problem. Per Section 5 (A) of our contract, COA is requesting a waiver of competitive bidding requirements so that we can recruit new providers for the following services:

1. Home Care Assistance
2. Environmental Services
3. Minor Home Modifications & Repairs
4. HME Non-Permanent Ramps



## Clinton County



## Provider Quality Report

Quarter 4, 2024



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# Provider Quality Report: Introduction

## Clinton County ESP

### Key changes to the Provider Quality Report (PQR)

#### General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is January-March).
- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

#### Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

#### SASI Scoring:

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



# Provider Quality Report: Provider Activity

## Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Clinton County Community Action Program	Homemaking	11/30/2022
Heavenly Helpers	Home Care Assistance	7/5/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024





# Provider Quality Report: Service Metrics

Clinton County ESP

## Consumer Directed Care

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	2,149	1,726	1,519	1,850	1,499	2,158	1,893	1,643	14,437
<b>Total Billable Units</b>	<b>2,149</b>	<b>1,726</b>	<b>1,519</b>	<b>1,850</b>	<b>1,499</b>	<b>2,158</b>	<b>1,893</b>	<b>1,643</b>	<b>14,437</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	20	14	12	18	21	26	22	23	20
<b>Total Distinct Clients Served</b>	<b>20</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>21</b>	<b>26</b>	<b>22</b>	<b>23</b>	<b>20</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Care Assistance

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	197	154	143	0	0	0	0	0	489
CareStar Inc.	31	43	2	0	0	0	0	0	76
First Community Health Services, LLC	26	26	26	24	37	98	163	147	546
Gabriels Angels Homecare, LLC	1,368	2,259	2,025	2,086	1,734	2,031	1,738	1,865	15,091
Heavenly Helpers	393	604	835	763	530	70	0	0	3,195
Katys Home Health Care LLC	1,996	2,063	1,699	2,257	2,339	2,642	2,305	2,275	17,571
Senior Helpers of Dayton	0	0	0	0	0	4	202	213	419
<b>Total Billable Units</b>	<b>3987</b>	<b>5,149</b>	<b>4,730</b>	<b>5,130</b>	<b>4,639</b>	<b>4,845</b>	<b>4,407</b>	<b>4,501</b>	<b>37,381</b>

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Assisted Care by Black Stone of CIN	4.94%	2.99%	3.02%	0	0	0	0	0	
CareStar Inc.	0.77%	0.84%	0.04%	0	0	0	0	0	
First Community Health Services, LLC	0.65%	0.51%	0.55%	0.47%	0.79%	2.01%	3.69%	3.27%	
Gabriels Angels Homecare, LLC	34.16%	43.87%	42.81%	40.66%	37.37%	41.92%	39.43%	41.44%	
Heavenly Helpers	9.81%	11.73%	17.66%	14.88%	11.41%	1.44%	0	0	
Katys Home Health Care LLC	50.06%	40.07%	35.92%	43.99%	50.42%	54.54%	52.31%	50.55%	
Senior Helpers of Dayton	0	0	0	0	0	0.08%	4.57%	4.74%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	3	2	0	0	0	0	0	3
CareStar Inc.	6	7	1	0	0	0	0	0	5
First Community Health Services, LLC	1	1	1	1	3	7	9	5	4
Gabriels Angels Homecare, LLC	108	121	119	120	124	137	130	116	122
Heavenly Helpers	40	39	50	47	39	13	0	0	38
Katys Home Health Care LLC	100	92	92	111	111	116	103	98	103
Senior Helpers of Dayton	0	0	0	0	0	3	15	20	13
<b>Total Distinct Clients Served</b>	<b>258</b>	<b>263</b>	<b>265</b>	<b>279</b>	<b>277</b>	<b>276</b>	<b>257</b>	<b>239</b>	<b>54</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Electronic Monitoring System

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	700	927	763	815	843	800	831	747	6,425
<b>Total Billable Units</b>	<b>700</b>	<b>927</b>	<b>763</b>	<b>815</b>	<b>843</b>	<b>800</b>	<b>831</b>	<b>747</b>	<b>6,425</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	254	267	254	260	271	248	256	259	259
<b>Total Distinct Clients Served</b>	<b>254</b>	<b>267</b>	<b>254</b>	<b>260</b>	<b>271</b>	<b>248</b>	<b>256</b>	<b>259</b>	<b>259</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Delivered Meals

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	9,359	10,940	11,078	10,486	8,707	7,902	7,917	8,278	74,667
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	1,211	2,167	2,812	3,259	3,196	12,645
<b>Total Billable Units</b>	<b>9,359</b>	<b>10,940</b>	<b>11,078</b>	<b>11,697</b>	<b>10,874</b>	<b>10,714</b>	<b>11,176</b>	<b>11,474</b>	<b>87,312</b>

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Clinton County Community Action Program	100.00%	100.00%	100.00%	89.65%	80.07%	73.75%	70.84%	72.15%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	10.35%	19.93%	26.25%	29.16%	27.85%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	156	168	181	154	131	117	118	119	143
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	31	46	51	59	56	49
<b>Total Distinct Clients Served</b>	<b>156</b>	<b>168</b>	<b>181</b>	<b>185</b>	<b>177</b>	<b>168</b>	<b>177</b>	<b>175</b>	<b>107</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Medical Equipment

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	16	19	7	19	9	7	1	3	81
Home First	1	6	9	4	11	10	6	18	65
Janz Medical Supply	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	3	2	5	0	1	0	0	0	11
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
<b>Total Billable Units</b>	<b>20</b>	<b>28</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>17</b>	<b>7</b>	<b>22</b>	<b>159</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	80.00%	67.86%	33.33%	82.61%	42.86%	41.18%	14.29%	13.64%
Home First	5.00%	21.43%	42.86%	17.39%	52.38%	58.82%	85.71%	81.82%
Janz Medical Supply	0	0	0	0	0	0	0	4.55%
Mullaney's Pharmacy & Home Health Care	15.00%	7.14%	23.81%	0	4.76%	0	0	0
Stateline Medical Equipment	0	3.57%	0	0	0	0	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Bernens Medical	13	18	7	18	7	6	1	2	9
Home First	1	6	9	4	11	10	6	13	8
Janz Medical Supply	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	3	2	4	0	1	0	0	0	3
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>17</b>	<b>27</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>16</b>	<b>7</b>	<b>16</b>	<b>7</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Modification

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	1	0	0	0	0	0	0	2
Home First	12	27	12	1	3	1	4	1	61
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Tri-State Maintenance	5	5	1	1	0	0	0	1	13
<b>Total Billable Units</b>	<b>18</b>	<b>34</b>	<b>13</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>77</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Custom Home Elevator & Lift Co. Inc.	5.56%	2.94%	0	0	0	0	0	0
Home First	66.67%	79.41%	92.31%	50.00%	100.00%	100.00%	100.00%	50.00%
Stateline Medical Equipment	0	2.94%	0	0	0	0	0	0
Tri-State Maintenance	27.78%	14.71%	7.69%	50.00%	0	0	0	50.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	1	0	0	0	0	0	0	1
Home First	8	17	9	1	3	1	4	1	6
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Tri-State Maintenance	4	3	1	1	0	0	0	1	2
<b>Total Distinct Clients Served</b>	<b>13</b>	<b>22</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Major Housecleaning

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	0	0	1	1	1	0	0	0	3
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	0	0	100.00%	100.00%	100.00%	0	0	0
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	0	0	1	1	1	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Pest Control

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	3	3	1	0	0	0	0	0	7
Milts Termite & Pest Control	0	0	5	3	2	2	1	3	16
<b>Total Billable Units</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>23</b>

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
All Gone Termite & Pest Control, Inc.	100.00%	100.00%	16.67%	0	0	0	0	0	
Milts Termite & Pest Control	0	0	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	1	1	1	0	0	0	0	0	1
Milts Termite & Pest Control	0	0	2	2	1	1	1	1	1
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>





# Provider Quality Report: Service Metrics

## Clinton County ESP

### Transportation

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	18	26	46	17	6	22	8	18	161
Meda-Care Transportation, Inc.	0	4	20	0	6	6	6	18	60
Valley Transport LLC	54	4	13	4	6	1	0	0	82
Warren County Community Service	12	10	29	18	32	34	23	25	183
<b>Total Billable Units</b>	<b>84</b>	<b>44</b>	<b>108</b>	<b>39</b>	<b>50</b>	<b>63</b>	<b>37</b>	<b>61</b>	<b>486</b>

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Clinton County Community Action Program	21.43%	59.09%	42.59%	43.59%	12.00%	34.92%	21.62%	29.51%	
Meda-Care Transportation, Inc.	0	9.09%	18.52%	0	12.00%	9.52%	16.22%	29.51%	
Valley Transport LLC	64.29%	9.09%	12.04%	10.26%	12.00%	1.59%	0	0	
Warren County Community Service	14.29%	22.73%	26.85%	46.15%	64.00%	53.97%	62.16%	40.98%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	4	5	6	4	3	8	4	7	5
Meda-Care Transportation, Inc.	0	2	2	0	3	2	3	4	3
Valley Transport LLC	4	2	7	1	3	1	0	0	3
Warren County Community Service	2	2	6	3	5	5	5	5	4
<b>Total Distinct Clients Served</b>	<b>10</b>	<b>11</b>	<b>21</b>	<b>8</b>	<b>14</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>4</b>



# Provider Quality Report: Satisfaction Metrics

## Clinton County ESP

### Clinton County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	1	2	0	0	0	0	0	0
CareStar Inc.	0	0	1	0	0	0	0	0
First Community Health Services, LLC	0	0	0	1	0	1	0	1
Gabriels Angels Homecare, LLC	28	25	22	28	21	35	47	42
Heavenly Helpers	1	7	9	6	15	4	0	0
Katys Home Health Care LLC	18	25	18	18	26	40	36	31
Senior Helpers of Dayton	0	0	0	0	0	0	1	2

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	25	35	29	37	35	41	36	29
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	4	10	16	9

Medical Transportation								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	1	1	2	0	3	2	2	0
Valley Transport LLC	0	0	0	0	0	1	0	0
Warren County Community Service	0	0	1	1	1	1	3	1



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	40.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	91.5%	97.5%	96.3%	94.8%	94.6%	97.3%	94.7%	93.6%
Heavenly Helpers	50.0%	100.0%	90.0%	100.0%	82.6%	92.5%	No Data	No Data
Katys Home Health Care LLC	92.2%	96.7%	92.5%	92.7%	95.8%	95.9%	91.9%	90.6%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.3%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	92.9%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	92.9%	75.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	95.8%	94.1%	100.0%	100.0%	100.0%	97.2%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	95.8%	100.0%	100.0%	96.3%	100.0%	97.0%	97.9%	95.2%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	73.3%	75.0%	No Data	No Data
Katys Home Health Care LLC	88.9%	95.7%	88.9%	100.0%	96.2%	100.0%	97.1%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.7%	96.0%	90.9%	85.7%	85.0%	88.6%	85.1%	81.0%
Heavenly Helpers	No Data	100.0%	66.7%	100.0%	80.0%	100.0%	No Data	No Data
Katys Home Health Care LLC	94.4%	88.0%	76.5%	72.2%	80.8%	77.5%	58.3%	61.3%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	96.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	88.9%	100.0%	93.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	96.4%	95.2%	100.0%	97.9%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	94.4%	100.0%	96.2%	100.0%	97.2%	93.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.9%	100.0%	90.9%	96.4%	90.5%	100.0%	95.7%	95.2%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	96.0%	94.4%	88.9%	96.2%	95.0%	94.4%	80.6%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.9%	96.0%	90.9%	96.4%	95.2%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	100.0%	88.9%	94.4%	96.2%	100.0%	97.2%	93.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	81.0%	87.0%	95.0%	91.3%	90.0%	90.3%	83.0%	81.0%
Heavenly Helpers	No Data	100.0%	77.8%	100.0%	60.0%	75.0%	No Data	No Data
Katys Home Health Care LLC	93.8%	100.0%	93.8%	94.1%	100.0%	91.9%	93.8%	93.3%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.9%	100.0%	95.5%	96.4%	95.2%	97.1%	91.5%	97.6%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	94.4%	96.0%	100.0%	88.9%	96.2%	97.4%	91.7%	96.7%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.7%	100.0%	100.0%	96.4%	95.0%	100.0%	95.7%	92.9%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	73.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	96.0%	94.4%	88.9%	96.2%	97.5%	94.4%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Clinton County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	95.0%	96.4%	96.1%	94.9%	91.7%	97.8%	98.2%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	81.3%	96.3%	94.5%	100.0%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	93.8%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	92.0%	91.4%	89.7%	83.8%	82.4%	90.0%	94.4%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	25.0%	100.0%	93.3%	100.0%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	96.7%	100.0%	100.0%	94.1%	100.0%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	93.8%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Clinton County ESP

### Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	96.6%	97.3%	97.1%	97.6%	97.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	75.0%	100.0%	100.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	68.0%	82.9%	86.2%	86.5%	65.7%	97.5%	97.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	80.0%	81.3%	100.0%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	97.3%	97.1%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	90.0%	93.8%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	96.6%	94.6%	97.1%	97.6%	100.0%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	50.0%	100.0%	100.0%	100.0%

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





# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Clinton County ESP

### Medical Transportation SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	90.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	80.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.3%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.5%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Clinton County ESP

## Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Appendix A: Methodology for SASI Analysis

## Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 25,681 SASIs collected over a two year period from January 1st, 2023 through December 31st 2024 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, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

**SASI Scores Color Coding Legend**

<b>Top Performer</b>	> ½ Historical Standard Deviation Above the Mean
<b>Under Performer</b>	< ½ Historical Standard Deviation Below the Mean
<b>Average Performer</b>	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
<b>Insufficient Sample Size</b>	< 7 SASIs contribute to score

2025 Sliding Fee Scale Effective 4/1/2025

	1 Person		2 People		3 People		4 People		5 People		6 People	
FPL (100%) >>>	\$ 15,650		\$ 21,150		\$ 26,650		\$ 32,150		\$ 37,650		\$ 43,150	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 1,956	\$ -	\$ 2,644	\$ -	\$ 3,331	\$ -	\$ 4,019	\$ -	\$ 4,706	\$ -	\$ 5,394
5%	\$ 1,957	\$ 2,127	\$ 2,645	\$ 2,874	\$ 3,332	\$ 3,622	\$ 4,020	\$ 4,369	\$ 4,707	\$ 5,117	\$ 5,395	\$ 5,864
10%	\$ 2,128	\$ 2,299	\$ 2,875	\$ 3,107	\$ 3,623	\$ 3,915	\$ 4,370	\$ 4,723	\$ 5,118	\$ 5,531	\$ 5,865	\$ 6,339
15%	\$ 2,300	\$ 2,471	\$ 3,108	\$ 3,340	\$ 3,916	\$ 4,208	\$ 4,724	\$ 5,076	\$ 5,532	\$ 5,945	\$ 6,340	\$ 6,813
20%	\$ 2,472	\$ 2,643	\$ 3,341	\$ 3,572	\$ 4,209	\$ 4,501	\$ 5,077	\$ 5,430	\$ 5,946	\$ 6,359	\$ 6,814	\$ 7,288
25%	\$ 2,644	\$ 2,815	\$ 3,573	\$ 3,805	\$ 4,502	\$ 4,794	\$ 5,431	\$ 5,784	\$ 6,360	\$ 6,773	\$ 7,289	\$ 7,763
30%	\$ 2,816	\$ 2,988	\$ 3,806	\$ 4,038	\$ 4,795	\$ 5,087	\$ 5,785	\$ 6,137	\$ 6,774	\$ 7,187	\$ 7,764	\$ 8,237
35%	\$ 2,989	\$ 3,160	\$ 4,039	\$ 4,270	\$ 5,088	\$ 5,381	\$ 6,138	\$ 6,491	\$ 7,188	\$ 7,602	\$ 8,238	\$ 8,712
40%	\$ 3,161	\$ 3,332	\$ 4,271	\$ 4,503	\$ 5,382	\$ 5,674	\$ 6,492	\$ 6,845	\$ 7,603	\$ 8,016	\$ 8,713	\$ 9,187
45%	\$ 3,333	\$ 3,504	\$ 4,504	\$ 4,735	\$ 5,675	\$ 5,967	\$ 6,846	\$ 7,198	\$ 8,017	\$ 8,430	\$ 9,188	\$ 9,661
50%	\$ 3,505	\$ 3,676	\$ 4,736	\$ 4,968	\$ 5,968	\$ 6,260	\$ 7,199	\$ 7,552	\$ 8,431	\$ 8,844	\$ 9,662	\$ 10,136
55%	\$ 3,677	\$ 3,848	\$ 4,969	\$ 5,201	\$ 6,261	\$ 6,553	\$ 7,553	\$ 7,906	\$ 8,845	\$ 9,258	\$ 10,137	\$ 10,611
60%	\$ 3,849	\$ 4,020	\$ 5,202	\$ 5,433	\$ 6,554	\$ 6,846	\$ 7,907	\$ 8,259	\$ 9,259	\$ 9,672	\$ 10,612	\$ 11,085
65%	\$ 4,021	\$ 4,193	\$ 5,434	\$ 5,666	\$ 6,847	\$ 7,140	\$ 8,260	\$ 8,613	\$ 9,673	\$ 10,086	\$ 11,086	\$ 11,560
70%	\$ 4,194	\$ 4,365	\$ 5,667	\$ 5,899	\$ 7,141	\$ 7,433	\$ 8,614	\$ 8,967	\$ 10,087	\$ 10,501	\$ 11,561	\$ 12,035
75%	\$ 4,366	\$ 4,537	\$ 5,900	\$ 6,131	\$ 7,434	\$ 7,726	\$ 8,968	\$ 9,320	\$ 10,502	\$ 10,915	\$ 12,036	\$ 12,509
80%	\$ 4,538	\$ 4,709	\$ 6,132	\$ 6,364	\$ 7,727	\$ 8,019	\$ 9,321	\$ 9,674	\$ 10,916	\$ 11,329	\$ 12,510	\$ 12,984
85%	\$ 4,710	\$ 4,881	\$ 6,365	\$ 6,597	\$ 8,020	\$ 8,312	\$ 9,675	\$ 10,028	\$ 11,330	\$ 11,743	\$ 12,985	\$ 13,458
90%	\$ 4,882	\$ 5,053	\$ 6,598	\$ 6,829	\$ 8,313	\$ 8,605	\$ 10,029	\$ 10,381	\$ 11,744	\$ 12,157	\$ 13,459	\$ 13,933
95%	\$ 5,054	\$ 5,226	\$ 6,830	\$ 7,062	\$ 8,606	\$ 8,898	\$ 10,382	\$ 10,735	\$ 12,158	\$ 12,571	\$ 13,934	\$ 14,408
100%	\$ 5,227	\$ 5,398	\$ 7,063	\$ 7,295	\$ 8,899	\$ 9,192	\$ 10,736	\$ 11,089	\$ 12,572	\$ 12,985	\$ 14,409	\$ 14,882

## Fixed Copayment Proposal

### Background:

The Council on Aging is evaluating changes to the copayment process. All collected copayments are reinvested in the program to serve more older adults. Due to declining collections and recommendations from Scripps Gerontology, changes are being considered.

The goals are:

- simplifying the process and reducing complexity,
- maintaining or increasing copayment revenue,
- ensuring the process addresses individual hardships appropriately.

### Current Status:

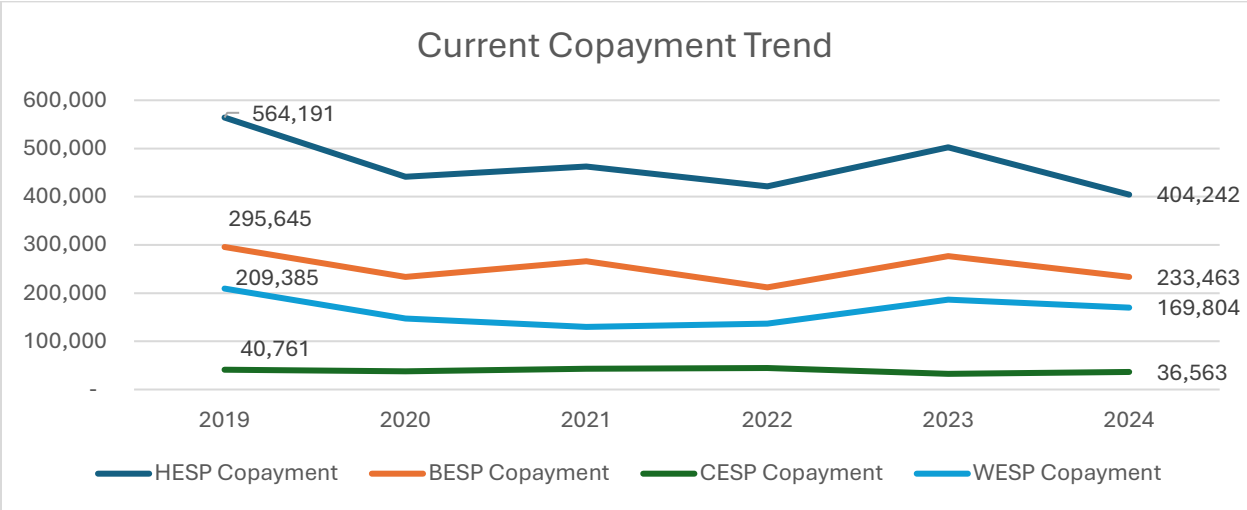
We collaborated with LiveWell to study innovative designs and approaches. We tested and refined multiple models. The current model is operational with all new enrollments in Hamilton County.

<b>Current Scale:</b>	<b>New Scale:</b>
A % copay is calculated. It is confusing for the client to understand what the monthly bill will be.  Usually communicated after the initial home visit.	A flat fixed monthly cost.  Determined during the initial home visit.
Fluctuating monthly copayment bill.  Percentage is applied to actual billing-including late provider billing, rate increases, etc.	Fixed consistent copayment.
Deducts 100% of out-of-pocket medical expenses.	Deducts medical expenses that are above 7.5% of income.
Excessive housing expenses are addressed only through an exception process that is infrequently used.	Deducts housing expenses that are above 25% of income. Only collected if there is a hardship with the monthly bill.
The underlying calculation is based on the poverty guidelines with sliding scale 150% - 400% of the federal poverty guidelines. 150% of poverty level results in a 5% copay and 400% results in a	No change except the calculation results in a monthly amount in conjunction with the agreed upon service plan.

100% copay.	
No asset adjustment in Butler, Clinton and Warren counties.	The 6-month nursing home cost (currently \$55,800) is excluded from the calculation.
A complex liquid asset adjustment in Hamilton County based on estimating values based on earnings, life expectancy.	After that, 10% of asset value is applied to income.
No skip logic	Skip logic:
The same information is collected on everyone.	<ul style="list-style-type: none"> <li>• short cuts if tax forms are available.</li> <li>• Assets are only evaluated if it will make a difference in the copayment.</li> <li>• Medical and housing costs are only collected if the copayment is a hardship.</li> </ul>
Difficult to modify over time because it is hard coded into Care Director.	Easy to modify or adjust the variables over time as program needs change.

**County Comparison with Current Copayment process:**

County:	% with a copay:	Avg amount / month:	Annual Revenue:
Butler	35.1%	\$26.41	\$233,463
Clinton	33.9%	\$33.09	\$36,563
Hamilton	25.6%	\$56.15	\$404,242
Warren	33.7%	\$30.63	\$169,804
<b>Total:</b>	30.4%	\$36.57	\$844,072



**Results to date (Hamilton County Pilot):**

<b>Category:</b>	<b>Baseline:</b>	<b>New Scale:</b>	<b>Change:</b>	<b>Implication</b>
% with a Copayment	25.6%	39.8%	+55%	Higher Revenue
Avg monthly amount collected	\$56.15	\$87.25	+\$31.10/+55%	Higher Revenue
% with asset adjustment	2%	10.5%	+425%	More Effort, Accuracy, Higher Revenue
% clients with medical deduction*	43%	7%	-84%	Lower Effort and Higher Revenue
% clients with living expense deduction*	0.9%	10.5%	+1000%	More Effort, Lower Revenue, More reasonable
% who have tax filing	NA	21%	NA	Lower Effort and Accuracy

*\*These %s are dropping b/c of some adjustments to improve the process beginning in mid-January.*

**Next Steps:**

- a) Establish a detailed implementation plan and timeline that includes required changes in Care Director (program software).
- b) Final proposal will be presented for adoption at the next Advisory Council meeting in June.
- c) Review the new model with the County. We do not believe these changes will require a resolution or change in the contract.
- d) Continued refinement of the copay calculator tool and process.
- e) Modernization of copay collection options to make it easier for clients to pay their bill.
- f) The development of process and training materials for care management and accounting.





Council on Aging of Southwestern Ohio  
4601 Malsbary Road  
Blue Ash, Ohio 45242  
(513) 721-1025 or (800) 252-0155  
www.help4seniors.org

**Confidentiality Policy for Board and Advisory Council Members,  
Volunteers and Affiliates of Council on Aging**

Respecting the privacy of our clients, donors, members, staff, volunteers and of Council on Aging (COA) itself is a basic value of COA. Personal, health and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from COA in accordance with the HIPAA Privacy and Security Rule.

Board and council members, volunteers and affiliates are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from discussing confidential information in public spaces and from leaving confidential information contained in documents or on computer screens in plain view.

Board and council members, volunteers and affiliates of COA may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of COA that such information must be kept confidential both during and after affiliation or volunteer service. Affiliates and volunteers, including board and advisory council members, are expected to return materials containing privileged or confidential information at the time of separation from affiliation or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

**Acknowledgement of Confidentiality of Client Information**

I agree to treat all information about clients, donors, members, staff, volunteers and COA itself that I learn during my affiliation or service with COA as confidential and I understand that it would be a violation of policy to disclose such information to anyone without prior COA authorization in accordance with the HIPAA Privacy and Security Rule.

Signature of Affiliate/Volunteer \_\_\_\_\_

Date \_\_\_\_\_ Name \_\_\_\_\_

**Clinton County Elderly Services Program**  
2025  
**CONFLICT OF INTEREST POLICY**

**INTRODUCTION**

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

**DEFINITIONS**

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
2. "Staff" means an employee of an agency that conducts business with the Clinton County Elderly Services Program.
3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than \$1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.
4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Clinton County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Clinton County Elderly Services Program or Administrator.
5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

**STANDARDS**

Clinton County Elderly Services Advisory Council Members shall:

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

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

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

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

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

In addition:

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

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

## **EXCEPTIONS**

1. Upon disclosure of any violation of these standards, Clinton County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.
2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.
3. Attached is Conflict of Interest reporting form:

### **Form I**

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

**FORM I**

**CONFLICT OF INTEREST DISCLOSURE STATEMENT**

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

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

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

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

(\*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Clinton County Elderly Services Advisory Council itself;
2. You are a member of Clinton County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;
3. You have a family member on a contract agency's board or staff;
4. You have a family member on the staff of Clinton County Elderly Services Program;
5. You have a personal interest in a matter before Clinton County Elderly Services Program; or
6. You or your family member has a financial interest of \$1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Clinton County Elderly Services Program.