

## AGENDA

### WCESP Advisory Council Meeting

February 26, 2025 | 9:30 am – 11:00 am

406 Justice Drive, Lebanon OH 45036 – Room 128

<https://zoom.us/j/99064963069?pwd=mxbyAekPnlwgGuPEk7LImkbZEUuMNH.1>

Meeting ID: 990 6496 3069

Passcode: 711361

<b>CALL TO ORDER / WELCOME</b> <ul style="list-style-type: none"><li>❖ Introductions<ul style="list-style-type: none"><li>○ Jeff Moore</li></ul></li></ul>	Dave Gully
<b>APPROVAL OF MINUTES</b> <ul style="list-style-type: none"><li>❖ December 11, 2024, Minutes (Action Needed)</li></ul>	Dave Gully
<b>QUARTERLY REPORTS</b> <ul style="list-style-type: none"><li>❖ Adult Protective Services</li><li>❖ Program Dashboard &amp; Financial Report</li><li>❖ Program Update Report<ul style="list-style-type: none"><li>○ Services with Capacity Problems (Action Needed)</li><li>○ 2024 Provider Monitoring Summary Results</li><li>○ Provider Quality Report</li></ul></li></ul>	Kimberly Frick Ken Wilson & Ronnie Spears Jennifer Lake
<b>OLD BUSINESS</b>	
<b>NEW BUSINESS</b> <ul style="list-style-type: none"><li>❖ Fixed Copayment Proposal</li><li>❖ Updated Sliding Fee Scale (Action Needed)</li><li>❖ Conflict of Interest &amp; Confidentiality Forms</li></ul>	Ken Wilson & Ronnie Spears Ronnie Spears Dave Gully
<b>HEARING THE PUBLIC</b>	Dave Gully
<b>ADJOURNMENT</b>	Dave Gully

### NEXT MEETING

June 11, 2025

**MINUTES**  
**WCESP ADVISORY COUNCIL MEETING**  
WEDNESDAY, DECEMBER 11, 2024 @ 9:30 A.M.

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**ATTENDANCE**

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<b>Members Present:</b> Kendra Couch Dave Gully Jerry Harrod Matt Nolan Martin Russell	<b>COA Staff:</b> Ken Wilson Ronnie Spears Jennifer Lake	<b>Guests:</b> Konnie Hansen Alena Speed Derrico Steels
<b>Excused:</b> Don Juszcyk	<b>Facilitator:</b> Dave Gully	<b>Scribe:</b> Christina Adams
<b>Absent:</b>		

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**CALL TO ORDER**

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The December 11, 2024, meeting of the WCESP Advisory Council was called to order by Dave Gully at 9:32 a.m.

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**APPROVAL OF MINUTES**

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Dave Gully asked for approval of the minutes from the September 25, 2024 meeting of the WCESP Advisory Council.

**Motion:** Matt Nolan made a motion to approve the minutes as presented.

**Second:** Jerry Harrod seconded the motion.

**Action:** The September 25, 2024, minutes were unanimously approved as presented.

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**QUARTERLY REPORTS**

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***Program Dashboard & Financial Report (Jul-Sept 2024)***

Ken provided a program dashboard update for the third quarter (please see handout for full details). There has been steady growth in new enrollments into ESP and FTH throughout the year.

Martin asked if the growth in ESP and FTH from the second to third quarter can be attributed to a trend. Ken noted that this is normal fluctuations that we see from quarter to quarter.

Ronnie reviewed the third quarter financial report (please see handout for full details). This is three quarters of actuals and one quarter of projections. We are projecting to be under budget by \$327,304 which is due to the ARPA funding that was received along with additional state and federal dollars. This is the last year of ARPA funding.

Martin commented that as we go into the 2025 budget process, it is important that the commissioners are clear on how funding outside of the general fund is spent, e.g., ARPA funds.

Ronnie noted that in the financial report presented at the June meeting, there was an error in the cost per client. This was corrected and reported at the September meeting.

### Case Management Rule

Ken shared an update on the Case Management Rule issued by the Ohio Department of Aging which made its way to the Joint Committee on Agency Rule Review (JCARR) for final approval. This rule would have affected us in two ways; the first being the requirement of unfunded mandates of the assessment tools used in case management and secondly, the requirement that prohibited Warren County Community Services (WCCS) from doing case management because they also are a meal provider. COA and leadership at WCCS shared concerns with State Representative Adam Matthews who serves on JCARR, and COA joined associations from across the state to provide input to JCARR as to how poorly this rule was written. This week, JCARR required ODA to pull the rule, so this issue is now resolved.

### Adult Protective Services

Ken reviewed the Adult Protective Services (APS) report shared by Kim Frick (see handout for details).

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

Jennifer Lake reviewed the Program Update report (please see handout for full details).

### Draft 2025 RFP Plan & Competitive Bidding Criteria

Provider services is reviewing the services under consideration. This review includes when contracts are ending, if an RFP in 2025 would add value, and the option of extending a contract into years four and five. Transportation, Home Care Assistance, and Laundry Delivery are services under consideration. Home modification has been prioritized and is anticipated to have an RFP published in 2025. A final schedule will be provided at the next meeting.

**Action:** Jennifer Lake to provide final 2025 RFP schedule at February meeting.

### 2025 Proposed Provider Monitoring Reviews

The tentative schedule of provider monitoring reviews was shared. These dates are pending the provider's availability. Some service providers are reviewed every other year as we mirror what we do for the Ohio waiver programs. If a concern is identified with a provider, e.g., quality or billing issues, we can do a review as an evidence-based survey at an earlier date.

Ken noted that the appeal process that was shared at the September meeting has been completed and Guardian Medical Monitoring is now under contract. This contract will provide a 20% cost reduction over the next five years of the contract.

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

Jennifer Lake provided an update on maximum reimbursement rates (see handout for details). These are the maximum rates that can be paid. Rates are negotiated in the RFP contracting process.

Matt asked if any providers are paid less than the maximum reimbursement rate. Jennifer shared that we do pay less than the maximum and this is taken into consideration when requests for services go out and when an award is given to a provider.

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

Ronnie shared the five-year levy projections (see handout for details). We are projecting a levy fund balance of \$2,491,663 at the end of this five-year levy cycle. This balance will provide four to five months of services and is within the preferred balance range of three to six months. Ronnie noted that we were able to have our collections updated, increasing our collections by approximately \$200,000 for 2024 projections as well as into 2025 and 2026. This provided a preferable fund balance for the end of the five-year cycle.

Dave asked if the Senior Services levy will be on the ballot in November 2026 and if a continuing levy will be considered. Ken shared that we will be on the ballot in 2026 and that under Ohio Revised Code, we cannot put a renewal on the ballot. Ronnie added that we have had a good success rate of passing the Senior Services levy. Ken noted that the 2021 levy passed by a record margin.

Ken shared that prior to the revenue update, we were concerned that we would have to implement managed enrollment in 2025 to stay within budget. The increase in revenue removed this concern.

### ***New Member Nomination***

Ken recommended Jeff Moore, referred by Dave Gully, as a candidate to fill the Advisory Council vacancy. Jeff is a pastor at Lebanon Presbyterian Church and has interest in the older adult population. If approved by the Advisory Council, Ken will write a letter to the commissioners to recommend Jeff Moore's nomination be added to the appointment calendar.

Ken noted that there are two terms expiring, Kendra Couch and Jerry Herrod. Ken asked for confirmation from Kendra and Jerry that they would like to serve another term. Kendra Couch and Jerry Herrod each confirmed they will serve an additional term.

**Motion:** Dave Gully made a motion to recommend Jeff Moore as a member of the WCESP Advisory Council.

**Second:** Matt Nolan seconded the motion.

**Action:** It was unanimously approved to recommend Jeff Moore as a member of the WCESP Advisory Council.

**Action:** Ken to write a letter to the commissioners to recommend Jeff Moore to fill the WCESP Advisory Council vacancy.

### ***2025 Meeting Schedule***

The schedule of WCESP Advisory Council meetings in 2025 was provided (see handout). Ken noted that the March meeting was moved to February due to the proposed implementation of a change to the copayment process that will require the Advisory Council's review.

Ken asked if there are any known conflicts with the 2025 meeting dates. Martin shared that the Washington D.C. Fly In may coincide with the September meeting. He will reach out to the planning staff and provide an update when the congressional calendar is available.

**Action:** Martin to provide update on fly-in date when available.

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## ADJOURNMENT

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With no further business to discuss, Dave asked for a motion to adjourn the meeting.

**Motion:** Matt Nolan made a motion to adjourn the meeting.

**Second:** Martin Russell seconded the motion.

**Action:** The meeting was adjourned at 10:02 a.m.

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## NEXT MEETING

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February 26, 2025



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



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

**Highlighted Findings**

**1. Census Trends**

- A. Compared to last year (Quarter 4, 2023), census increased by 19 clients (from 1,962 to 1,981) or 0.97%.
- B. Compared to last Quarter (Quarter 3, 2024), census decreased by -30 clients (from 2,011 to 1,981) or -1.49%.

**2. Fast Track Home Census Trends**

- A. Average Length of Stay had no change when compared to Quarter 3, 2024 (remaining at 54).
- B. New Enrollments decreased by -25 from Quarter 3, 2024 to Quarter 4, 2024 (from 58 to 33).
- C. Total clients who transferred to ESP from FTH increased by 5 clients in Quarter 4, 2024 (from 17 to 22).

**3. Financials**

- A. Total Revenue: The amount drawn down from the levy was \$8.9 million through the fourth quarter of 2024, as compared to the budgeted amount of \$9.0 million. The variance as compared to budget is under by \$161,345 or 1.8%.
- B. Total Expenses: The total expensed through the fourth quarter of 2024 were is \$9.56 million as compared to \$9.77 million in the budget. The variance as compared to budget is under by \$206,813 or 2.1%.
- C. Purchase Services: The expenses for in home services were lower by \$132,290 or 1.9% as compared to budget.



**Warren County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**TRADITIONAL ESP CENSUS TRENDS**

**Quarter-End Census by Program**

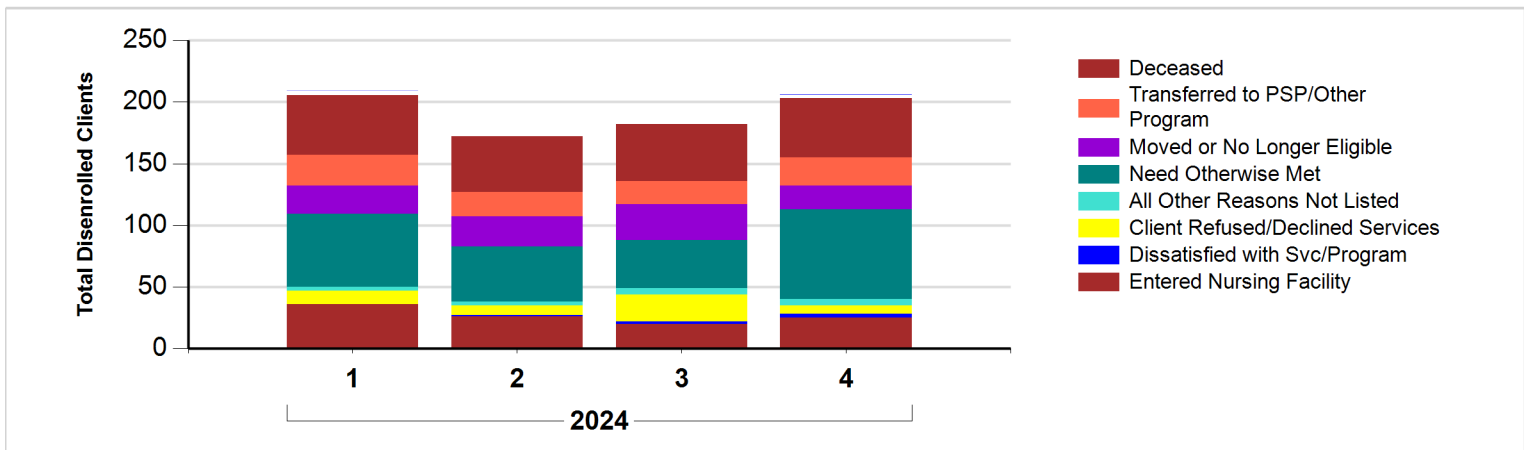
Year	2024			
Quarter	1	2	3	4
<b>ESP</b>	<b>1,957</b>	<b>1,969</b>	<b>2,011</b>	<b>1,981</b>
<b>FTH</b>	<b>26</b>	<b>21</b>	<b>38</b>	<b>20</b>
<b>Medicaid Programs</b>	<b>432</b>	<b>454</b>	<b>483</b>	<b>487</b>
Passport	57	63	65	71
Assisted Living	47	51	71	70
Molina	132	141	151	148
Aetna	196	199	196	198

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

Year	2024			
Quarter	1	2	3	4
Quarter-End Census	1,957	1,969	2,011	1,981
New Enrollments	203	180	229	171
Disenrollments	209	172	182	206

**Disenrollment Outcomes**

Year	2024			
Quarter	1	2	3	4
Client Refused/Declined Services	11	8	22	7
Deceased	51	45	46	50
Dissatisfied with Svc/Program	0	1	2	3
Entered Nursing Facility	36	26	20	25
Moved or No Longer Eligible	23	24	29	19
Need Otherwise Met	59	45	39	73
Transferred to PSP/Other Program	25	20	19	23
All Other Reasons Not Listed	3	3	5	5
<b>Total</b>	<b>209</b>	<b>172</b>	<b>182</b>	<b>206</b>

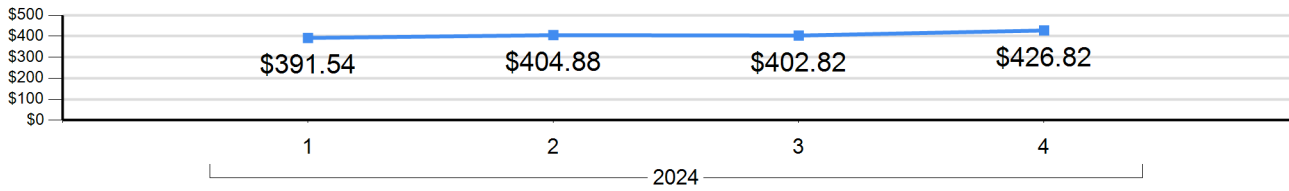






**Warren County ESP**  
**Quarter 4, 2024 (October - December 2024)**  
**TRADITIONAL ESP SERVICE TRENDS**

**Average Monthly Cost per Client**



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

Year	2024			
Quarter	1	2	3	4
Adult Day Service	17	15	25	21
Consumer Directed Care	114	120	108	108
Electronic Monitoring	1,051	1,033	1,027	1,028
Home Care Assistance	565	536	563	601
Home Delivered Meals	1,079	1,077	1,108	1,103
Home Medical Equipment	33	38	41	17
Home Modification	37	42	33	34
Laundry Service	72	80	91	95
Other Services	29	29	34	38
Transportation	168	158	183	177
<b>All Services (Unduplicated)</b>	<b>2,163</b>	<b>2,137</b>	<b>2,201</b>	<b>2,187</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
Adult Day Service	219	184	588	439
Consumer Directed Care	7,373	10,177	8,706	8,240
Electronic Monitoring	3,145	3,251	3,235	2,916
Home Care Assistance	15,300	14,930	15,694	17,040
Home Delivered Meals	67,132	68,633	69,372	74,818
Home Medical Equipment	43	57	78	34
Home Modification	38	44	33	34
Laundry Service	518	857	748	755
Other Services	111	137	150	192
Transportation	1,747	1,731	1,721	1,653

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

Year	2024			
Quarter	1	2	3	4
Adult Day Service	\$13,621	\$20,273	\$35,178	\$50,555
Consumer Directed Care	\$160,245	\$215,032	\$169,250	\$183,912
Electronic Monitoring	\$65,012	\$61,689	\$68,985	\$55,842
Home Care Assistance	\$436,368	\$427,560	\$448,489	\$503,248
Home Delivered Meals	\$754,156	\$772,060	\$779,972	\$872,673
Home Medical Equipment	\$10,527	\$14,775	\$14,555	\$5,972
Home Modification	\$49,426	\$69,371	\$69,697	\$49,094
Laundry Service	\$20,904	\$36,802	\$32,112	\$32,088
Other Services	\$20,617	\$10,255	\$13,141	\$19,138
Transportation	\$151,881	\$148,416	\$145,861	\$138,645
<b>All Services</b>	<b>\$1,682,756</b>	<b>\$1,755,959</b>	<b>\$1,777,239</b>	<b>\$1,911,166</b>

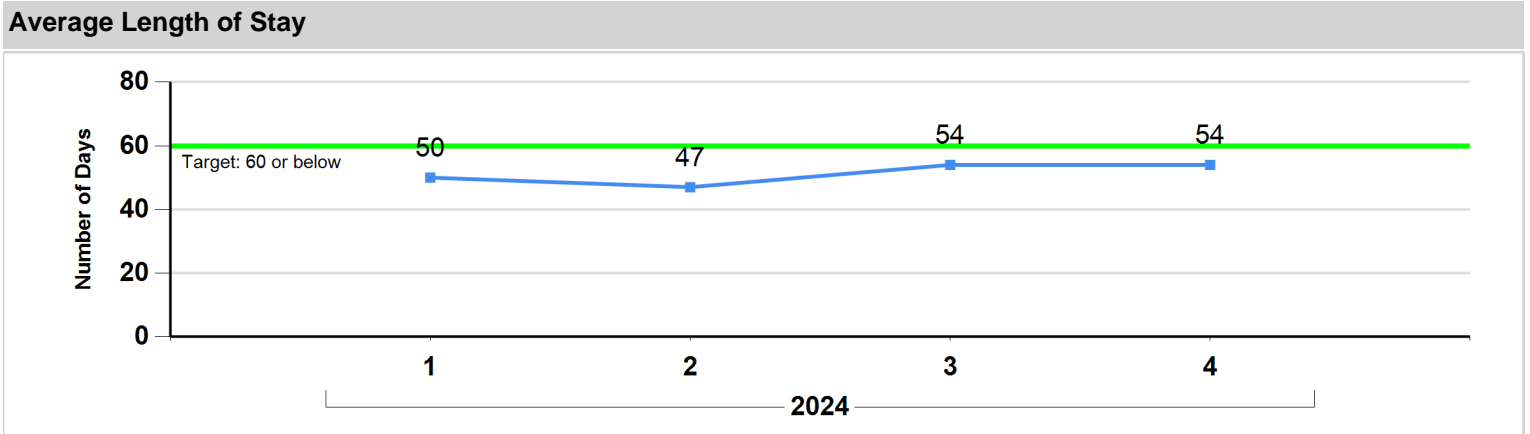
ADS dollars paid fluctuated between quarters due to timing of blending other funding sources.



**Warren 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	34	42	58	33
Disenrollments	33	42	43	50
Clients Transferred to ESP	19	16	17	22
	57.58%	38.10%	39.53%	44.00%

Enrollment by Setting				
	2024			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	2	3	6	1
Miami Valley Hospital	0	0	0	1
Community	1	3	0	1
Clinton Memorial Hospital	0	0	1	0
Mercy Hospital Network	1	0	1	1
Premier Health Atrium	1	2	3	2
The Christ Hospital	2	2	2	3
TriHealth Hospital Network	7	10	15	7
University of Cincinnati Hospital Network	3	7	8	4
Other Hospital	1	5	14	8
Skilled Nursing Facilities	13	7	8	3
Rehabilitation Facilities	3	2	0	1
Not Captured	0	1	0	1
<b>Total</b>	<b>34</b>	<b>42</b>	<b>58</b>	<b>33</b>





**Warren 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	6	3	13	13
Home Care Assistance	2	0	11	12
Home Delivered Meals	25	28	40	33
Home Medical Equipment	10	5	9	4
Home Modification	3	6	7	4
Laundry Service	0	1	2	0
Transportation	3	10	7	3
<b>All Services (Unduplicated)</b>	<b>35</b>	<b>40</b>	<b>61</b>	<b>46</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	8	4	20	21
Home Care Assistance	18	0	82	132
Home Delivered Meals	695	645	1,115	780
Home Medical Equipment	13	8	16	6
Home Modification	3	6	7	4
Laundry Service	0	2	9	0
Transportation	12	78	107	24

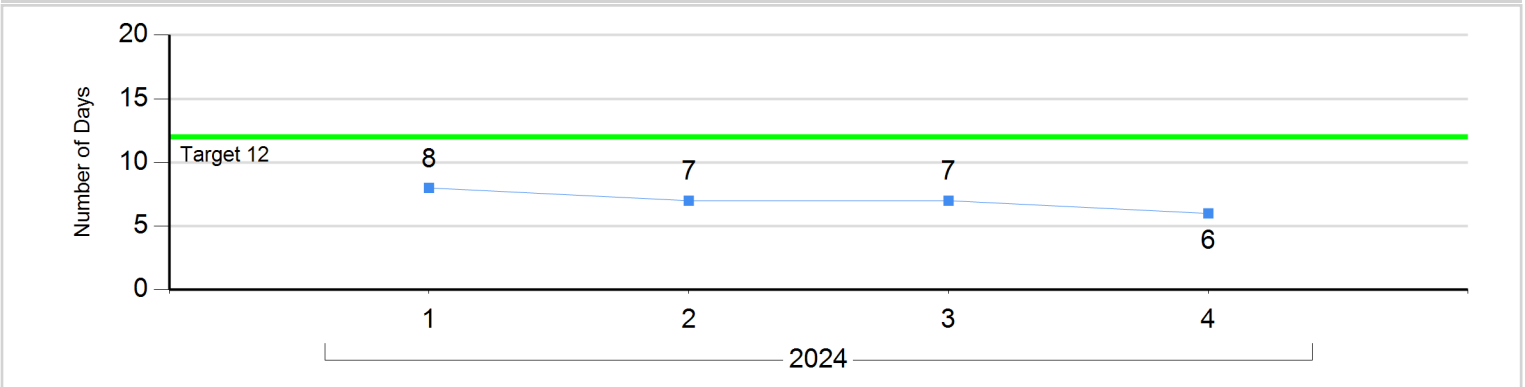
**Dollars Paid by Service Group (Purchased Services)**

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	\$190	\$100	\$428	\$437
Home Care Assistance	\$487	\$0	\$2,317	\$3,836
Home Delivered Meals	\$7,778	\$7,108	\$12,455	\$8,942
Home Medical Equipment	\$1,642	\$1,473	\$959	\$467
Home Modification	\$1,895	\$3,235	\$4,060	\$2,200
Laundry Service	\$0	\$88	\$401	\$0
Transportation	\$1,030	\$6,326	\$8,302	\$1,810
<b>All Services</b>	<b>\$13,022</b>	<b>\$18,330</b>	<b>\$28,923</b>	<b>\$17,692</b>



**Warren 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, CDC or AddnAide	# Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2024	1	1,003	236	23%	62%	15%
2024	2	981	221	22%	61%	17%
2024	3	970	189	19%	61%	20%
2024	4	994	208	21%	66%	13%

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

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	98.73%	99.55%	99.44%	99.70%
Good Choice of Meals Available	96.11%	98.30%	98.70%	99.14%

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

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	94.88%	94.74%	96.13%	97.22%
Aide is Dependable	93.16%	93.44%	94.44%	95.93%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	98.49%	98.91%	99.12%	100%
Service Returns Client Home Promptly	99.12%	99.09%	98.04%	100%



**Warren 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	8	7	13	13
Over the Counter (OTC)	0	0	11	8

**Services Awarded**

Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	3	6	6	2
Medical Transportation	1	4	4	6
<b>Total Distinct Clients Served</b>	4	8	9	8

**Rolling Annual Cost Savings**

Year	2023	2024
Total Cost Savings(as of qtr.end date)	\$17,400	\$40,500



# Warren County ESP

Quarter 4, 2024 (October - December 2024)

**FINANCIALS: Based on Actual Revenue & Expenses as of December 31, 2024**

	Annual Actual	Annual Budget	Budget Variance	Percent Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$8,870,540	\$9,031,885	(\$161,345)	-1.8%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	150,693	213,055	(62,362)	-29.3%
Title III E - Caregiver Support	1,670	88,308	(86,638)	-98.1%
Title III B - I&R	10,718	0	10,718	0.0%
Nutrition Services Incentive Program (NSIP)	131,962	167,658	(35,696)	-21.3%
Other Federal (ARPA)	143,797	0	143,797	0.0%
<b>State Funding</b>				
Alzheimer's	12,738	2,927	9,811	335.2%
Senior Community Services	31,610	20,452	11,159	54.6%
<b>Interest</b>				
Earned	19,778	24,607	(4,829)	-19.6%
<b>Client Contributions</b>				
Client Donations	20,671	21,561	(889)	-4.1%
Co-Pays Received	169,804	200,343	(30,539)	-15.2%
<b>Total Revenue</b>	<b>\$9,563,982</b>	<b>\$9,770,796</b>	<b>(\$206,813)</b>	<b>-2.1%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$583,717	\$596,340	\$12,622	2.1%
Intake & Assessment	108,316	108,437	121	0.1%
Care Management	1,824,818	1,844,852	20,034	1.1%
Fast Track Case Mgmt	109,393	151,139	41,746	27.6%
<b>Total Operational Expenses</b>	<b>\$2,626,244</b>	<b>\$2,700,768</b>	<b>\$74,524</b>	<b>2.8%</b>
<b>Purchased Services</b>				
Home Care Services	\$1,822,505	\$1,732,134	(\$90,371)	-5.2%
Consumer Directed Care	728,849	876,185	147,336	16.8%
Laundry Service	121,905	54,003	(67,902)	-125.7%
Independent Living	24,543	16,107	(8,436)	-52.4%
Electronic Monitoring	252,682	287,465	34,783	12.1%
Minor Home Modifications	248,978	313,489	64,511	20.6%
Major Housecleaning	16,414	28,665	12,251	42.7%
Pest Control	15,151	26,460	11,309	42.7%
Home Medical Equipment	50,370	50,631	261	0.5%
Home Delivered Meals	3,219,248	3,262,416	43,168	1.3%
Adult Day Service	115,522	100,682	(14,840)	-14.7%
Adult Day Transportation	7,331	26,674	19,343	72.5%
Medical Transportation	602,270	578,987	(23,283)	-4.0%
Healthy Aging Grant	(288,032)	(283,870)	4,162	-1.5%
<b>Gross Purchased Services</b>	<b>\$6,937,738</b>	<b>\$7,070,028</b>	<b>\$132,290</b>	<b>1.9%</b>
<b>Gross Program Expenses</b>	<b>\$9,563,982</b>	<b>\$9,770,796</b>	<b>\$206,813</b>	<b>2.1%</b>
<b>Client Census</b>	<b>2,001 *</b>	<b>2,070</b>	<b>69</b>	<b>3.3%</b>
<b>Cost of Services per Client</b>	<b>296.67</b>	<b>284.89</b>	<b>(11.78)</b>	<b>-4.1%</b>

\* actual 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, 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, Independent Living Assistance, and Adult Day Transportation.
- 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.

# Warren County Program Update Report February 2025

## 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.

## 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.

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

Service	Cost Per Unit	Unit
Adult Day Service - Transportation	\$38.61	One Way Trip
Adult Day Service	\$55.50	Per ½ Day
Consumer Directed Care	\$ 3.75	Per 15 min
Electronic Monitoring System (med dispenser)	\$20.00	Per ½ Month
Home Delivered Meals (mechanically altered)	\$15.07	Per Meal
Home Medical Equipment (Electric Hospital Bed)	\$2,495.00	Per Unit
Home Care Assistance	\$7.88	Per 15 min
Independent Living Assistance	\$25.76	Per 15 min

## 2024 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	HME/MHM	N/A	N/A		
360 Total Care	Annual	5/9/2024	ADS/ADS Transp	N/A	N/A		
A Miracle Home Care	Annual	8/22/2024	HCA	N/A	N/A		
Active Day Cincinnati	Annual	12/27/2024	ADS/ADS Transp	N/A	N/A		
Amaramedical Health Care Services	Annual	1/16/2024	HCA	N/A	N/A		
Arrow Heating Cooling and Home Maintenance, LLC	Annual	11/5/2024	MHM	N/A	N/A		
Bayley Adult Day	Annual	8/22/2024	ADS/ADS Transp	N/A	N/A		



Gabriel's Angels	Annual	8/6/2024	HCA	N/A	N/A		
Help at Home - Prime Home Care	Annual	2/6/2024	HCA	N/A	N/A		
Home Care by Black Stone	Annual	3/13/2024	HCA	N/A	N/A		
HomeCare Mobility	Bi-Ennial	3/6/2024	HME/MHM	N/A	N/A		
Interim HomeStyles of Greater Cincinnati	Annual	10/1/2024	HCA	N/A	N/A		
Janz Medical Supply	Annual	7/1/2024	HME	N/A	N/A		
LCD Home Health Agency	Annual	7/12/2024	HCA	N/A	N/A		
Lincoln Heights Outreach	Annual	8/27/2024	ADS ADS Transp	N/A	N/A		
Mayerson Jewish Community Center	Annual	4/3/2024	HDM	N/A	N/A		
Meda-Care Transportation	Bi-Ennial	7/18/2024	Transp	N/A	N/A		
Northwest Adult Day Service	Annual	10/21/2024	ADS/ADS Transp	Schedule of Findings- Meal being served, and posted menu, were not meeting dietary requirements. RD was not signing off on monthly menus and verifying the meals met the nutrition requirements.	Yes	Guidance and education were given on this matter, provider supplied documentation of policies and procedures to ensure the meal requirements are met. BRP - Licensed Dietician made an unannounced visit to ensure meals met requirements and will do so random checks throughout the next several months.	Yes
Nova Home Care Co.	Annual	10/8/2024	HCA	N/A	N/A		
Otterbein Lebanon Adult Day Service	Annual	6/18/2024	ADS/ADS Transp	N/A	N/A		Yes
Quality Care	Annual	9/10/2024	HCA	N/A	N/A		
Senior Helpers of Dayton	Annual	9/13/2024	HCA	N/A	N/A		
Senior Helpers of Southern Ohio	Annual	8/21/2024	HCA	Schedule of Findings - Provider failed to retain for each employee.	Yes	Return skill demonstration. Provider attests both are completed in office. Viewed new record sheet for return demonstration.	Yes
Stateline Medical Equipment	Bi-Ennial	5/29/2024	HME/MHM	N/A	N/A		

Superior Home Care	Annual	5/8/2024	HCA	N/A	N/A		
Tri-State Maintenance	Bi-Ennial	6/6/2024	MHM	N/A	N/A		
Warren Co. Care Management	Annual	10/3/2024	CM	N/A	N/A		
Warren County Community Services (WCCS)	Annual	2/14/2024	HDM Transp	N/A	N/A		
Valley Transport	Bi-Ennial	9/25/2024	Transp	N/A	N/A		
Wesley dba Meals on Wheels of Southwest OH & Northern KY	Annual	4/4/2024	HDM Transp	N/A	N/A		

SERVICE KEY
ADS = Adult Day Services
ADS Transp = Adult Day Transportation
CM = Care Management
ERS = Emergency Response System
ENVIR-Chore = Environmental-Chore
ENVIR-Pest = Environmental-Pest Control
HCA = Home Care Assistance
HDM = Home Delivered Meals
ILA = Independent Living Assistance
MHM = Minor Home Modifications
Transp = Transportation

## 2025 Provider Monitoring Schedule

WARREN COUNTY ESP PROVIDER MONITORING SCHEDULE		
(Please find below the list of Warren County Providers of ESP Services and the tentative dates for annual review for 2025.)		
Warren County ESP Providers	Review Type	Tentative Review Date
A Miracle Home Care	Annual	August-25
Active Day Cincinnati	Annual	December-25
Amaramedical Health Care Services	Annual	January-25
American Ramp Systems	Biennial	November-25
Arrow Heating Cooling and Home Maintenance, LLC	Annual	November-25
Bayley Adult Day	Annual	August-25
Bernens Medical Pharmacy	Biennial	December-25
Custom Home Elevator	Biennial	August-25
Gabriel's Angels Homecare	Annual	December-25
Guardian Medical Monitoring	Biennial	August-25

Help at Home (Prime Home Care)	Annual	February-25
Home Care by Blackstone - Assisted Care by Blackstone	Annual	March-25
Home First Non-Medical	Biennial	December-25
Interim HomeStyles of Greater Cincinnati	Annual	September-25
Janz Medical Supply (formerly Mullaney's)	Annual	June-25
Kemper Shuttle (Universal Work & Power)	Biennial	January-25
LCD Home Health Agency	Annual	July-25
Mayerson Jewish Community Center	Annual	April-25
MedAdapt Ltd.	Biennial	May-25
Milt's Termite & Pest Control	Biennial	July-25
Northwest Adult Day Service	Annual	October-25
Nova Home Care Company	Annual	October-25
Otterbein Lebanon Adult Day Service	Annual	June-25
Partners In Prime	Annual	June-25
PWC - People Working Cooperatively, Inc.	Biennial	May-25
Senior Helpers of Dayton	Annual	September-25
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	August-25
Warren County Care Management	Annual	October-25
Warren County Community Services	Annual	February-25
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	April-25

## 2025 Draft Request for Proposal (RFP) Schedule

COA may potentially 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 4 (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



## Warren County



## Provider Quality Report

Quarter 4, 2024



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# Provider Quality Report: Introduction

## Warren County ESP

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

#### General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- 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 Jan-Mar).
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.
- 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
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

#### SASI Scoring:

SASI scores consist of smaller sample sizes which may impact providers' scores.



# Provider Quality Report: Provider Activity

## Warren 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
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Heavenly Helpers	Home Care Assistance	7/5/2024
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	Home Medical Equipment	1/20/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Partners in Prime	Independent Living Assistance	8/1/2023
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
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

Warren County ESP

## Adult Day Service

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	224	267	419	293	219	184	588	439	2,632
<b>Total Billable Units</b>	<b>224</b>	<b>267</b>	<b>419</b>	<b>293</b>	<b>219</b>	<b>184</b>	<b>588</b>	<b>439</b>	<b>2,632</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Otterbein Lebanon Adult Day Service	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
Otterbein Lebanon Adult Day Service	11	17	17	19	17	15	25	21	18
<b>Total Distinct Clients Served</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>19</b>	<b>17</b>	<b>15</b>	<b>25</b>	<b>21</b>	<b>18</b>



# Provider Quality Report: Service Metrics

Warren 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.	9,970	8,207	9,231	8,751	6,527	8,357	6,309	5,715	63,067
<b>Total Billable Units</b>	<b>9,970</b>	<b>8,207</b>	<b>9,231</b>	<b>8,751</b>	<b>6,527</b>	<b>8,357</b>	<b>6,309</b>	<b>5,715</b>	<b>63,067</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.	110	116	115	96	92	85	74	65	94
<b>Total Distinct Clients Served</b>	<b>110</b>	<b>116</b>	<b>115</b>	<b>96</b>	<b>92</b>	<b>85</b>	<b>74</b>	<b>65</b>	<b>94</b>





# Provider Quality Report: Service Metrics

## Warren County ESP

### Home Care Assistance

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
A Best Home Care, Inc.	1	0	1	4	6	7	11	17	7
A Miracle Home Care	248	301	360	388	403	389	395	435	365
Assisted Care by Black Stone of CIN	98	84	67	61	51	40	42	40	60
Gabriels Angels Homecare, LLC	0	0	0	0	0	0	6	1	4
Heavenly Helpers	0	1	8	15	13	0	0	0	9
Interim HomeStyles of Greater Cincinnati, Inc.	33	26	21	18	11	16	17	17	20
Nova Home Care	11	11	11	11	10	10	8	10	10
Prime Home Care, LLC	2	2	2	2	2	2	3	3	2
Quality Care	18	9	17	17	15	13	9	12	14
Senior Helpers of Dayton	0	0	0	0	0	0	1	1	1
SH of Southern Ohio LLC	69	67	62	54	52	55	60	56	59
Superior Home Care, Inc.	8	7	7	6	7	6	12	13	8
<b>Total Distinct Clients Served</b>	<b>488</b>	<b>508</b>	<b>556</b>	<b>576</b>	<b>570</b>	<b>538</b>	<b>564</b>	<b>605</b>	<b>56</b>



# Provider Quality Report: Service Metrics

Warren 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.	2,641	3,601	2,858	3,191	3,145	3,248	3,235	2,916	24,832
<b>Total Billable Units</b>	<b>2,641</b>	<b>3,601</b>	<b>2,858</b>	<b>3,191</b>	<b>3,145</b>	<b>3,248</b>	<b>3,235</b>	<b>2,916</b>	<b>24,832</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.	1,008	1,041	993	1,039	1,051	1,033	1,027	1,028	1,028
<b>Total Distinct Clients Served</b>	<b>1,008</b>	<b>1,041</b>	<b>993</b>	<b>1,039</b>	<b>1,051</b>	<b>1,033</b>	<b>1,027</b>	<b>1,028</b>	<b>1,028</b>



# Provider Quality Report: Service Metrics

## Warren 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
Central Connections	2,554	2,555	440	0	0	0	0	0	5,549
Mayerson JCC (Jewish Community Center)	1,138	1,485	1,741	1,823	1,756	1,780	1,637	1,419	12,779
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	3,752	3,345	3,510	3,616	3,885	18,108
Warren County Community Service	59,205	60,485	64,129	63,780	62,031	63,343	64,119	69,514	506,606
<b>Total Billable Units</b>	<b>62,897</b>	<b>64,525</b>	<b>66,310</b>	<b>69,355</b>	<b>67,132</b>	<b>68,633</b>	<b>69,372</b>	<b>74,818</b>	<b>543,042</b>

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Central Connections	4.06%	3.96%	0.66%	0	0	0	0	0	
Mayerson JCC (Jewish Community Center)	1.81%	2.30%	2.63%	2.63%	2.62%	2.59%	2.36%	1.90%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	5.41%	4.98%	5.11%	5.21%	5.19%	
Warren County Community Service	94.13%	93.74%	96.71%	91.96%	92.40%	92.29%	92.43%	92.91%	
<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
Central Connections	51	48	26	0	0	0	0	0	42
Mayerson JCC (Jewish Community Center)	24	29	30	30	32	35	30	26	30
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	62	55	55	64	60	59
Warren County Community Service	941	959	1,011	977	996	988	1,019	1,021	989
<b>Total Distinct Clients Served</b>	<b>1,016</b>	<b>1,036</b>	<b>1,067</b>	<b>1,069</b>	<b>1,083</b>	<b>1,078</b>	<b>1,113</b>	<b>1,107</b>	<b>357</b>



# Provider Quality Report: Service Metrics

## Warren 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
American Ramp Systems	7	5	6	11	11	13	23	11	87
Bernens Medical	49	23	24	28	4	6	8	5	147
Home First	0	1	1	2	14	23	8	5	54
HomeCare Mattress Inc.	0	0	1	0	1	3	0	0	5
Janz Medical Supply	0	0	0	0	0	0	7	5	12
Mullaney's Pharmacy & Home Health Care	5	7	11	8	2	0	0	0	33
People Working Cooperatively, Inc.	3	3	2	0	0	0	0	0	8
Stateline Medical Equipment	1	6	7	6	10	9	30	6	75
<b>Total Billable Units</b>	<b>65</b>	<b>45</b>	<b>52</b>	<b>55</b>	<b>42</b>	<b>54</b>	<b>76</b>	<b>32</b>	<b>421</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	10.77%	11.11%	11.54%	20.00%	26.19%	24.07%	30.26%	34.38%
Bernens Medical	75.38%	51.11%	46.15%	50.91%	9.52%	11.11%	10.53%	15.63%
Home First	0	2.22%	1.92%	3.64%	33.33%	42.59%	10.53%	15.63%
HomeCare Mattress Inc.	0	0	1.92%	0	2.38%	5.56%	0	0
Janz Medical Supply	0	0	0	0	0	0	9.21%	15.63%
Mullaney's Pharmacy & Home Health Care	7.69%	15.56%	21.15%	14.55%	4.76%	0	0	0
People Working Cooperatively, Inc.	4.62%	6.67%	3.85%	0	0	0	0	0
Stateline Medical Equipment	1.54%	13.33%	13.46%	10.91%	23.81%	16.67%	39.47%	18.75%
<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
American Ramp Systems	4	3	3	4	5	5	7	4	4
Bernens Medical	32	20	20	24	3	3	6	3	14
Home First	0	1	1	2	12	18	7	4	6
HomeCare Mattress Inc.	0	0	1	0	1	1	0	0	1
Janz Medical Supply	0	0	0	0	0	0	6	3	5
Mullaney's Pharmacy & Home Health Care	5	7	9	7	2	0	0	0	6
People Working Cooperatively, Inc.	1	1	1	0	0	0	0	0	1
Stateline Medical Equipment	1	6	5	5	10	9	14	4	7
<b>Total Distinct Clients Served</b>	<b>43</b>	<b>38</b>	<b>40</b>	<b>42</b>	<b>33</b>	<b>36</b>	<b>40</b>	<b>18</b>	<b>7</b>



# Provider Quality Report: Service Metrics

## Warren 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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	3	2	3	8
Custom Home Elevator & Lift Co. Inc.	1	2	0	0	0	2	0	1	6
Home First	26	15	22	23	21	20	10	14	151
HomeCare Mattress Inc.	0	2	4	2	0	1	0	0	9
MedAdapt Ltd.	9	7	12	10	7	9	10	7	71
People Working Cooperatively, Inc.	0	1	1	1	0	0	0	0	3
Stateline Medical Equipment	8	6	5	5	5	3	2	4	38
Tri-State Maintenance	11	3	8	8	5	6	9	5	55
<b>Total Billable Units</b>	<b>55</b>	<b>36</b>	<b>52</b>	<b>49</b>	<b>38</b>	<b>44</b>	<b>33</b>	<b>34</b>	<b>341</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	6.82%	6.06%	8.82%
Custom Home Elevator & Lift Co. Inc.	1.82%	5.56%	0	0	0	4.55%	0	2.94%
Home First	47.27%	41.67%	42.31%	46.94%	55.26%	45.45%	30.30%	41.18%
HomeCare Mattress Inc.	0	5.56%	7.69%	4.08%	0	2.27%	0	0
MedAdapt Ltd.	16.36%	19.44%	23.08%	20.41%	18.42%	20.45%	30.30%	20.59%
People Working Cooperatively, Inc.	0	2.78%	1.92%	2.04%	0	0	0	0
Stateline Medical Equipment	14.55%	16.67%	9.62%	10.20%	13.16%	6.82%	6.06%	11.76%
Tri-State Maintenance	20.00%	8.33%	15.38%	16.33%	13.16%	13.64%	27.27%	14.71%
<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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	3	2	3	3
Custom Home Elevator & Lift Co. Inc.	1	2	0	0	0	2	0	1	2
Home First	25	15	22	21	21	18	10	14	18
HomeCare Mattress Inc.	0	2	4	2	0	1	0	0	2
MedAdapt Ltd.	9	7	10	10	7	9	10	7	9
People Working Cooperatively, Inc.	0	1	1	1	0	0	0	0	1
Stateline Medical Equipment	8	6	5	5	5	3	2	4	5
Tri-State Maintenance	10	3	8	8	5	6	9	5	7
<b>Total Distinct Clients Served</b>	<b>53</b>	<b>36</b>	<b>50</b>	<b>47</b>	<b>38</b>	<b>42</b>	<b>33</b>	<b>34</b>	<b>7</b>





# Provider Quality Report: Service Metrics

## Warren County ESP

### Independent Living Assistance

Billable Units									
	2023		2023		2024		2024		
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	90	57	0	0	0	0	0	0	148
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	3	42	37	43	124
Partners in Prime	0	0	10	31	34	39	49	57	218
<b>Total Billable Units</b>	<b>90</b>	<b>57</b>	<b>10</b>	<b>31</b>	<b>37</b>	<b>80</b>	<b>85</b>	<b>100</b>	<b>490</b>

Market Share									
	2023		2023		2024		2024		
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Central Connections	100.00%	100.00%	2.56%	0	0	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	8.22%	52.02%	42.94%	42.75%	
Partners in Prime	0	0	97.44%	100.00%	91.78%	47.98%	57.06%	57.25%	
<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		2024		2024		
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	49	34	1	0	0	0	0	0	28
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	7	12	13	18	13
Partners in Prime	0	0	8	16	12	12	13	13	12
<b>Total Distinct Clients Served</b>	<b>49</b>	<b>34</b>	<b>9</b>	<b>16</b>	<b>19</b>	<b>24</b>	<b>26</b>	<b>31</b>	<b>16</b>



# Provider Quality Report: Service Metrics

Warren 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	7	2	5	4	5	0	3	3	29
<b>Total Billable Units</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>29</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	0	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>0</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
Home First	7	2	5	4	5	0	3	3	4
<b>Total Distinct Clients Served</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>4</b>



# Provider Quality Report: Service Metrics

## Warren 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.	2	0	0	0	0	0	0	0	2
Milts Termite & Pest Control	14	21	16	6	11	9	5	13	95
<b>Total Billable Units</b>	<b>16</b>	<b>21</b>	<b>16</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>13</b>	<b>97</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.	12.50%	0	0	0	0	0	0	0	
Milts Termite & Pest Control	87.50%	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>	<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	0	0	0	0	0	0	0	1
Milts Termite & Pest Control	7	9	7	5	5	4	3	4	6
<b>Total Distinct Clients Served</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>



# Provider Quality Report: Service Metrics

## Warren 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
Central Connections	85	84	4	0	0	0	0	0	173
Meda-Care Transportation, Inc.	161	139	209	255	294	302	257	254	1,871
Universal Transportation Systems	27	14	6	19	2	0	0	0	68
Valley Transport LLC	266	238	318	222	312	384	380	326	2,446
Warren County Community Service	966	1,062	1,100	1,086	1,139	1,045	1,084	1,073	8,555
<b>Total Billable Units</b>	<b>1,505</b>	<b>1,537</b>	<b>1,637</b>	<b>1,582</b>	<b>1,747</b>	<b>1,731</b>	<b>1,721</b>	<b>1,653</b>	<b>13,113</b>

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	5.65%	5.47%	0.24%	0	0	0	0	0
Meda-Care Transportation, Inc.	10.70%	9.04%	12.77%	16.12%	16.83%	17.45%	14.93%	15.37%
Universal Transportation Systems	1.79%	0.91%	0.37%	1.20%	0.11%	0	0	0
Valley Transport LLC	17.67%	15.48%	19.43%	14.03%	17.86%	22.18%	22.08%	19.72%
Warren County Community Service	64.19%	69.10%	67.20%	68.65%	65.20%	60.37%	62.99%	64.91%
<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
Central Connections	5	4	1	0	0	0	0	0	3
Meda-Care Transportation, Inc.	23	19	22	31	34	28	36	36	29
Universal Transportation Systems	7	3	1	7	1	0	0	0	4
Valley Transport LLC	18	23	29	18	20	18	33	33	24
Warren County Community Service	91	100	104	111	113	112	118	109	107
<b>Total Distinct Clients Served</b>	<b>144</b>	<b>149</b>	<b>157</b>	<b>167</b>	<b>168</b>	<b>158</b>	<b>187</b>	<b>178</b>	<b>41</b>



# Provider Quality Report: Satisfaction Metrics

## Warren County ESP

### Warren 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
A Best Home Care, Inc.	2	1	1	0	2	1	5	1
A Miracle Home Care	87	113	131	158	167	197	181	179
Assisted Care by Black Stone of CIN	50	41	31	25	34	23	20	21
Heavenly Helpers	0	0	0	3	11	1	0	0
Helping Hands Private Duty Homecare	1	0	0	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	14	11	8	7	4	4	6	7
Nova Home Care	1	8	4	3	3	3	6	4
Prime Home Care, LLC	0	1	1	0	2	0	2	2
Quality Care	11	7	11	4	9	6	5	3
Senior Helpers of Dayton	0	0	0	0	0	0	0	1
SH of Southern Ohio LLC	28	28	28	19	38	28	25	24
Superior Home Care, Inc.	3	3	3	3	2	3	6	7

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	15	13	7	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	4	12	9	11	7	14	10	13
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	1	22	23	26	17	26
Warren County Community Service	290	384	380	333	408	377	433	428

Medical Transportation								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	4	10	0	0	0	0	0	0
Kemper Shuttle Services	1	1	0	0	0	0	0	0
Meda-Care Transportation, Inc.	23	17	17	23	19	26	26	29
Universal Transportation Systems	9	4	6	2	1	0	0	0
Valley Transport LLC	6	16	9	20	15	17	16	19
Warren County Community Service	52	72	83	65	87	81	70	80



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

Warren 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
A Best Home Care, Inc.	60.0%	0.0%	90.0%	No Data	100.0%	0.0%	100.0%	100.0%
A Miracle Home Care	95.3%	94.7%	96.7%	97.0%	95.6%	94.8%	97.5%	97.9%
Assisted Care by Black Stone of CIN	86.7%	87.5%	89.0%	95.8%	92.5%	96.5%	96.2%	99.5%
Heavenly Helpers	No Data	No Data	No Data	93.3%	95.3%	0.0%	No Data	No Data
Helping Hands Private Duty Homecare	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.3%	99.1%	98.6%	100.0%	90.0%	100.0%	100.0%	100.0%
Nova Home Care	70.0%	80.0%	72.5%	25.0%	71.7%	100.0%	82.0%	100.0%
Prime Home Care, LLC	No Data	50.0%	100.0%	No Data	100.0%	No Data	90.0%	90.0%
Quality Care	84.0%	63.5%	85.9%	97.5%	86.5%	88.3%	75.5%	85.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	94.0%	99.0%	98.0%	96.3%	96.9%	94.7%	94.4%	93.0%
Superior Home Care, Inc.	96.7%	95.0%	100.0%	100.0%	85.0%	96.7%	85.7%	97.1%

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
A Best Home Care, Inc.	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.7%	96.5%	96.9%	97.5%	97.8%	94.1%	97.5%	98.8%
Assisted Care by Black Stone of CIN	80.0%	83.9%	87.5%	93.3%	87.5%	93.8%	94.4%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	75.0%	75.0%	50.0%	50.0%	100.0%	83.3%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	85.7%	80.0%	80.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	95.5%	100.0%	100.0%	88.2%	100.0%	91.7%	90.5%	85.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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
A Best Home Care, Inc.	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	95.2%	96.6%	96.6%	99.2%	95.9%	94.1%	96.4%	98.2%
Assisted Care by Black Stone of CIN	79.5%	79.3%	82.6%	94.4%	86.4%	88.9%	94.4%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	75.0%	25.0%	66.7%	33.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	83.3%	87.5%	100.0%	87.5%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	94.7%	93.8%	92.6%	88.5%	89.5%	90.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	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>

## Warren County ESP

### Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	88.4%	91.0%	88.1%	96.1%	92.5%	89.2%	96.7%	96.6%
Assisted Care by Black Stone of CIN	79.6%	89.7%	90.0%	100.0%	90.3%	100.0%	89.5%	100.0%
Heavenly Helpers	No Data	No Data	No Data	66.7%	90.9%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	37.5%	75.0%	No Data	66.7%	100.0%	33.3%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	60.0%	57.1%	72.7%	100.0%	66.7%	83.3%	40.0%	50.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	96.4%	100.0%	100.0%	100.0%	97.0%	96.4%	95.7%	91.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	100.0%	99.1%	99.2%	98.7%	98.8%	99.0%	98.9%	99.4%
Assisted Care by Black Stone of CIN	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	98.8%	98.2%	99.2%	97.4%	97.0%	97.9%	98.9%	98.9%
Assisted Care by Black Stone of CIN	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	95.8%
Superior Home Care, Inc.	100.0%	100.0%	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>

## Warren County ESP

### Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	100.0%	99.1%	98.4%	96.1%	95.7%	96.4%	97.8%	97.2%
Assisted Care by Black Stone of CIN	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	95.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	96.4%	96.4%	92.9%	100.0%	100.0%	100.0%	95.8%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	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
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.5%	99.1%	99.2%	96.1%	96.9%	97.9%	97.8%	98.3%
Assisted Care by Black Stone of CIN	100.0%	97.4%	96.6%	100.0%	100.0%	95.2%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%

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
A Best Home Care, Inc.	50.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	85.5%	77.9%	95.1%	94.6%	95.5%	91.6%	97.4%	97.4%
Assisted Care by Black Stone of CIN	58.3%	55.2%	63.6%	77.8%	76.9%	86.7%	94.1%	94.7%
Heavenly Helpers	No Data	No Data	No Data	100.0%	80.0%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	83.3%	100.0%	85.7%	100.0%	No Data	100.0%	100.0%	100.0%
Nova Home Care	No Data	62.5%	50.0%	No Data	33.3%	100.0%	83.3%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
Quality Care	44.4%	No Data	37.5%	75.0%	66.7%	50.0%	20.0%	50.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	73.3%	93.8%	100.0%	92.3%	85.2%	81.0%	93.3%	78.9%
Superior Home Care, Inc.	66.7%	50.0%	100.0%	100.0%	No Data	66.7%	40.0%	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>

Warren 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
A Best Home Care, Inc.	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	95.3%	92.8%	96.0%	96.1%	92.7%	92.8%	97.2%	97.2%
Assisted Care by Black Stone of CIN	82.0%	89.7%	90.0%	96.0%	93.8%	100.0%	94.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	66.7%	90.9%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	62.5%	75.0%	No Data	66.7%	100.0%	40.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	70.0%	42.9%	90.9%	100.0%	77.8%	66.7%	40.0%	50.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	92.9%	100.0%	96.4%	94.7%	100.0%	96.4%	95.8%	91.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	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
A Best Home Care, Inc.	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.5%	96.4%	98.4%	98.0%	93.3%	94.8%	96.1%	97.2%
Assisted Care by Black Stone of CIN	88.0%	87.2%	90.0%	96.0%	90.6%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	90.9%	No Data	No Data	No Data
Helping Hands Private Duty Homecare	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	87.5%	75.0%	No Data	66.7%	100.0%	80.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	80.0%	28.6%	90.0%	100.0%	88.9%	83.3%	75.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	89.3%	100.0%	96.3%	94.4%	93.9%	92.9%	95.8%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%

<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>

## Warren 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
Central Connections	88.2%	85.5%	67.9%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	96.9%	100.0%	98.6%	100.0%	87.5%	98.2%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	100.0%	95.7%	96.7%	99.0%	98.5%	98.6%
Warren County Community Service	98.6%	99.1%	99.2%	99.1%	99.0%	99.6%	99.5%	99.8%

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
Central Connections	90.0%	85.7%	57.1%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	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	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.7%	100.0%	99.5%	100.0%	99.2%	99.7%

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
Central Connections	86.7%	69.2%	71.4%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	71.4%	92.9%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	100.0%	90.9%	91.3%	96.2%	100.0%	96.2%
Warren County Community Service	96.9%	97.9%	99.2%	97.3%	98.0%	98.7%	98.4%	99.5%

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
Central Connections	78.6%	100.0%	71.4%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	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	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	99.8%	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
Central Connections	90.0%	85.7%	42.9%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	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	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	100.0%	99.7%	100.0%	99.5%	99.7%	99.5%	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>

## Warren County ESP

### Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	92.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.3%	99.0%	99.7%	99.4%	99.5%	100.0%	100.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	80.0%	69.2%	57.1%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	88.9%	100.0%	71.4%	92.9%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	100.0%	95.5%	91.3%	96.2%	88.2%	96.2%
Warren County Community Service	95.8%	97.4%	96.8%	96.7%	96.8%	98.7%	99.1%	99.3%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	91.7%	85.7%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	75.0%	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	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%
Warren County Community Service	98.3%	99.0%	98.4%	100.0%	99.8%	100.0%	100.0%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	80.0%	90.0%	57.1%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	100.0%	95.2%	90.9%	100.0%	100.0%	100.0%
Warren County Community Service	99.3%	99.7%	99.7%	99.1%	99.5%	100.0%	99.5%	99.5%

<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>

## Warren 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
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	90.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	94.2%	100.0%	99.3%	98.6%	100.0%	98.5%	96.8%	100.0%
Universal Transportation Systems	75.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	95.0%	99.4%	97.8%	94.1%	89.2%	94.3%	100.0%	100.0%
Warren County Community Service	99.8%	99.7%	99.6%	99.8%	99.8%	100.0%	99.8%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Universal Transportation Systems	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	83.3%	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.2%	100.0%	98.8%	100.0%	98.5%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Universal Transportation Systems	88.9%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	88.9%	88.2%	85.7%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	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>

## Warren County ESP

### Medical Transportation SASI Scores

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%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%	100.0%
Universal Transportation Systems	77.8%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	88.9%	100.0%	92.9%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%

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
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%	100.0%
Universal Transportation Systems	88.9%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	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
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	83.3%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	98.6%	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>

## Warren County ESP

### Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	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%								
½ Historical Standard Deviation: 1.9%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.2%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	83.3%	93.8%	100.0%	94.1%	84.6%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	91.7%	100.0%
Universal Transportation Systems	44.4%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	98.5%	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>

## Warren County ESP

### Medical Transportation SASI Scores

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
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.9%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	88.2%	85.7%	92.9%	100.0%	100.0%
Warren County Community Service	97.7%	100.0%	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
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%	100.0%
Universal Transportation Systems	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.8%	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

## Warren County ESP

### Methodology for Calculating Historical Average, 1/2 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

SASI Scores Color Coding Legend	
Top Performer	> 1/2 Historical Standard Deviation Above the Mean
Under Performer	< 1/2 Historical Standard Deviation Below the Mean
Average Performer	<= 1/2 Historical Standard Deviation Above and >= 1/2 Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score



## 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:

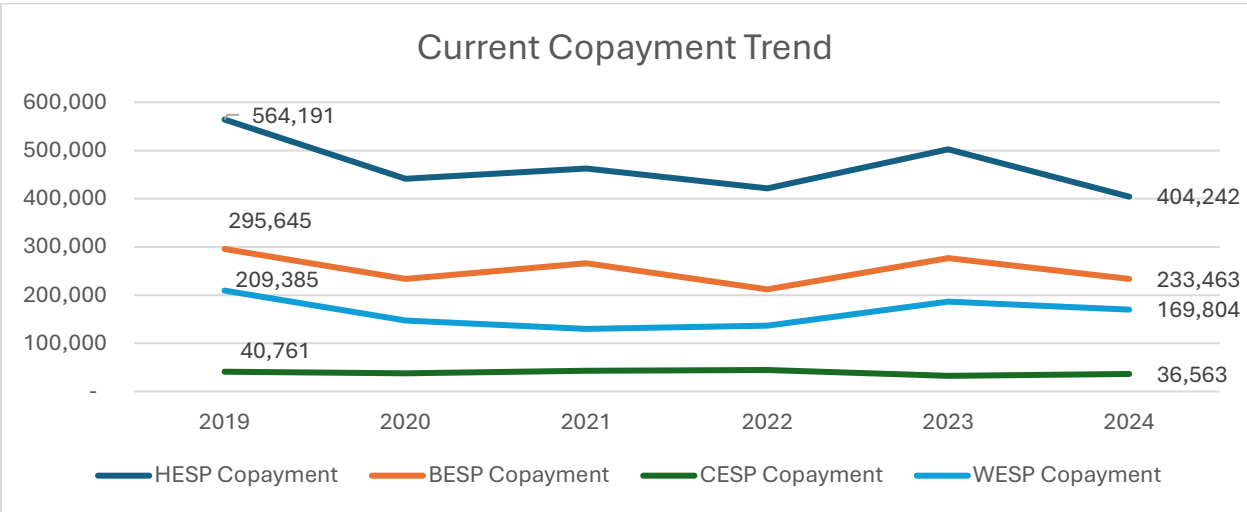
We collaborated with LiveWell to study innovative designs and approaches. We tested and refined multiple models. The current model is operational with all new enrollments in Hamilton County.

<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.

**2025 Sliding Fee Scale Effective 4/1/2025**

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

## Warren County Elderly Services Program

2025

### CONFLICT OF INTEREST POLICY

#### **INTRODUCTION**

This policy shall apply to the Warren 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 Warren County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Warren 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 Warren 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 Warren 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 Warren 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**

Warren County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Warren 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 Warren 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 Warren County Elderly Services Program without full disclosure to Warren County Elderly Services Advisory Council.

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

## **EXCEPTIONS**

1. Upon disclosure of any violation of these standards, Warren 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 Warren County Elderly Services Program Advisory Council. Must be completed by each Warren 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 Warren County Elderly Services Advisory Council)*

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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 Warren 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 Warren County Elderly Services Advisory Council itself;
2. You are a member of Warren 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 Warren County Elderly Services Program;
5. You have a personal interest in a matter before Warren 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 Warren County Elderly Services Program.



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 \_\_\_\_\_