

## AGENDA

### BCESP Advisory Council Meeting

September 12, 2024, at 3:00 pm – 5:00 pm

LifeSpan, Inc. – 1900 Fairgrove Avenue, Hamilton, OH 45011 – Bever Room

<https://zoom.us/j/93833680099?pwd=wJKrQ7L7tS5HITzYaSHgEcu96DPbfJ.1>

Meeting ID: 938 3368 0099

Passcode: 380938

Join by phone: 1-929-205-6099

<b>CALL TO ORDER</b>	Jennifer Roth
<b>APPROVAL OF MINUTES</b> ❖ June 13, 2024, Minutes (Action Needed)	Jennifer Roth
<b>QUARTERLY REPORTS</b> ❖ Program Dashboard & Financial Report  ❖ Program Update Report <ul style="list-style-type: none"><li>○ Copay Evaluation Update</li><li>○ HDM Star Ratings</li><li>○ Maximum Reimbursement Rates</li></ul> ❖ Provider Quality Report	Ken Wilson & Ronnie Spears  Lisa Portune  Lisa Portune
<b>COMMITTEE REPORTS</b> ❖ Governance Committee <ul style="list-style-type: none"><li>○ Officers &amp; Vacancies</li><li>○ Cara Brown (Action Needed)</li><li>○ Amy Simpson (Action Needed)</li><li>○ Review of Bylaws</li></ul>	Kevin Kurpieski
<b>OLD BUSINESS</b> ❖ Levy Update	Ken Wilson
<b>NEW BUSINESS</b> ❖ Draft 2025 Budget (Action Needed)  ❖ Service Specification Changes (Action Needed) <ul style="list-style-type: none"><li>○ Transportation</li></ul>	Ronnie Spears  Lisa Portune
<b>HEARING THE PUBLIC</b>	Jennifer Roth
<b>ADJOURNMENT</b>	Jennifer Roth

**NEXT MEETING:** December 12, 2024

**MINUTES**  
**BCESP ADVISORY COUNCIL MEETING**  
 THURSDAY, JUNE 13, 2024 @ 3:00 P.M.

**ATTENDANCE**

<b>Members Present:</b> Shawn Cowan, <i>in person</i> Jennifer Heston-Mullins, <i>in person</i> Kevin Kurpieski, <i>in person</i> Emily Liechty, <i>in person</i> Sherry Lind, <i>in person</i> John McCarthy, <i>in person</i> Jennifer Roth, <i>in person</i> Sherrill Swann, <i>in person</i> Nancy Williams, <i>in person</i>	<b>COA Staff:</b> Nan Cahall Lisa Portune Sandy Rodich Ronnie Spears Ken Wilson	<b>Guests:</b> Lirisha Tuladhar (Miami U intern) Anna Williams (Miami U intern) Joyce Kachetries Karen Dages
<b>Excused:</b> Victoria Cheng Michael Berding Laura Lacy	<b>Facilitator:</b> Jennifer Roth	<b>Scribe:</b> Christina Adams
<b>Absent:</b>		

**CALL TO ORDER**

The June 13, 2024, Butler County Elderly Services Program (ESP) Advisory Council was called to order at 3:04 p.m. by Jennifer Roth.

**APPROVAL OF MINUTES**

Jennifer Roth called for a motion to approve the March 14, 2024 Butler County ESP Advisory Council minutes.

**Motion:** Kevin Kurpieski made a motion to approve the March 14, 2024 minutes as presented.

**Second:** Nancy Williams seconded the motion.

**Action:** The March 14, 2024 minutes were unanimously approved as presented.

**QUARTERLY REPORTS**

***Program Dashboard & Financial Report***

Ken provided a program dashboard update for Quarter 1 (January-March 2024, please see handout for full details). At the end of the first quarter, there were 3,022 older adults enrolled in the ESP program. There has been a 1% drop in enrollment from last year and a drop of 104 since the last quarter. The reason for the decline in enrollment is due to the managed enrollment that was instituted on February 1<sup>st</sup> to keep the program within budget. The current target enrollment to stay within budget is 2,600 individuals. As of June 1<sup>st</sup>, we have 2,952 individuals enrolled. We project to reach the target number in December 2024. There are factors that may cause this projection to change. One factor is due to our enrollment criteria; there are individuals enrolled that are higher acuity. We are enrolling people who are at the highest risk, so the average cost of care will likely increase, which then decreases the number

of individuals who can be enrolled. Another factor that we are watching closely is individuals who are enrolled in the program but are waiting for a home care provider that has staff. As providers are placed with these clients, we will see a rise in the cost per client. These two factors will have a significant impact on the number of clients that we can serve over time.

Ken noted that Fast Track Home (FTH) expanded due to Healthy Aging dollars and the resolutions we had with the Board of County Commissioners to expand FTH. This is a short term program for people returning home from a hospital or nursing stay.

In addition to home delivered meals (HDM), the FTH Service Trends report includes all services for the first quarter of 2024. Previously only HDM was reported because the FTH pilot was funded from ARPA federal funding. These services reported include electronic monitoring, home care assistance, home medical equipment, home modification, and independent living.

We have seen improvement in the number of people waiting for a home care provider. The managed enrollment has had an effect on this as it has allowed providers to catch up.

In review of the Medicare Benefit Cost Savings data, Ken shared that we assist clients in getting connected with these Medicare benefits which is a cost savings to the ESP program.

Jennifer Heston-Mullens asked if there is anything specific being done related to the Medicare claims that have brought the costs down. Ken noted that we are in the first quarter so the dollar amount will increase over the course of the year.

Ronnie reviewed the Financial Report (please see handout for full details), noting these are first quarter (January-March 2024) actuals projected out for the entire 2024 calendar year. We are performing right at budget. Because we are still bringing in additional federal and state dollars, we are projecting to draw down less of the tax levy appropriation than what was originally budgeted. This is our last year of American Rescue dollars, so we are bringing in as many of those dollars as possible to the counties to preserve levy funds. There were no questions or comments.

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

Ronnie shared Five-Year Levy Projections (please see the handout for details). He noted that the Healthy Aging funds are a direct offset to the levy expenditures. These one-time Healthy Aging dollars must be spent by September 30<sup>th</sup>. As of April invoices, we have spent approximately 50% of the funds for Butler County. We would like to spend this down prior to September so that we have the ability to accept additional dollars if they become available from the Ohio Department of Aging (ODA). Ken added that we received a few thousand additional funding from ODA about one month ago, and the BOCC passed a resolution to put these additional dollars into the levy.

Ronnie shared the projected levy fund balance at the end of this five-year cycle is \$1,877,688. This is about two months of services.

John asked if these are the numbers that we will be showing people when we talk about the need for a levy in 2025. Ken responded that these numbers will be shared in levy discussions. He added that we are waiting for Scripps to share the yearly projection by disability and age. This is a key piece of data for us to estimate the number of people who will need the Elderly Services Program ten years out as well as plan levy options to present to the commissioners. Scripps plans to provide this data in July. Ken will present the levy options to the Advisory Council to review and approve a recommendation. This will then be presented to the commissioners, and we will go into public session to make a decision to put the levy on the ballot in 2025. Three options will be presented that show a five-year cycle. This will include a renewal option that outlines how many people we would be able to serve (and not serve) , an option with the millage increase it will take to fully fund the program as it is today, and a third option that falls between the first two.

Shawn asked if the goal is to put the levy on the ballot in the fall of 2025. Ken stated that is the goal, but there is the option for the levy to go on the ballot in the primary election. The decision to go on the May 2025 ballot would have to be made by December 2024.

John asked if there is an advantage to going on the ballot in the primary. Ken shared the biggest advantage to going on in the primary is that if it fails, we can put it on again in November.

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

Lisa gave an overview of the Program Update Report (please see handout for details). Lisa noted that Guardian Medical Monitoring, our current electronic monitoring systems (EMS) provider, was the successful bidder of the request for proposal that was issued. The savings to Butler County over the five-year contract are expected to be \$386,200. Lisa added that because we are not changing providers, there will be no disruption to service and there will not be the added cost of care managers having to notify clients of a change.

Jennifer Heston-Mullins asked how many electronic monitoring devices have GPS capability. Lisa shared that a GPS capable device is an option within the rate if needed. There are criteria that the program sets for clients who need GPS capability.

John asked if the provider shared their rate over the five-year period. Lisa responded that the provider gave their rate for each of the five years with no increase.

Lisa's report included an update on The Senior Farmers Nutrition Program. The Ohio Department of Aging is piloting an electronic model this year versus paper coupons.

Emily Liechty commented that the manager of the Oxford Seniors farmers market is concerned about farmers not having the capability to scan QR codes. She asked if this is being addressed. Lisa stated that participating farmers must belong to the Ohio Farmers Network. ODA is working with the Network to make sure the farmers have the equipment necessary to scan the QR codes or scan a physical card.

Lisa added that this is going to be a bumpy transition, but our ADRC team will be assisting anyone who calls to get signed up or needs a printed copy of their QR code or a physical card.

### ***Committee Reports***

Kevin Kurpieski reviewed the governance report (please see handout for details). Michael Berding and Nancy Williams resolutions for their appointments by the commissioners have been completed. There was no change to their term. Kevin requested an additional member or two join the governance committee to assist in reviewing incoming council membership applications, identifying prospective members, review by-laws, etc.

Vacancies remain for a physician, home health agency, and community representative. Victoria Cheng resigned in June as she will be leaving her hospital position to pursue a graduate degree. This leaves a vacancy for a hospital representative. The vice chair position is still vacant. Term expiration for Jennifer Roth, Chair is December 2024. Kevin asked for recommendations for her successor. He noted that if someone is willing to serve as vice chair for the remainder of 2024 then move into the position of president in 2025, that would be ideal.

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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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### ***Veteran Directed Care Program***

Stephanie introduced the Veteran Directed Care Program (please see handout for full details). This program, offered by the US Department of Veterans Affairs, is similar to our consumer directed care model used in the Elderly Services Program. Qualified veterans can hire their own caregiver versus using agency-provided services. COA has been advocating for this program for ten years as another source of support and revenue that will expand the reach of the senior services levy to serve as many individuals as possible. We are working with a Cincinnati VA point of contact to get the program up and running.

Jennifer Heston-Mullins asked if this program will serve individuals who would otherwise be served through levy dollars. Stephanie responded that potentially this will serve those individuals. Ken added that this is another payer of last resort.

Jennifer Roth asked if the veteran must have a VA PCP to qualify for the program. Stephanie shared that veterans must be connected with the VA.

Kevin asked if this program will mainly provide care giver services. Stephanie said there are additional services that are part of the budget such as home care assistance and personal care. The VA has a list of qualifying services. Services offered through the VA will be utilized first.

Nan commented that our regional VA services are behind in consumer directed care services, so the VA is anxious to expand.

### ***Annual Report***

Ken reviewed the 2023 Butler County ESP Annual Report (please see document for details).

Nan thanked the individuals who have signed up to present information about ESP at local government entities. There are presentations scheduled for Hamilton, Middletown, Oxford, Oxford Township as well as a number of other various Oxford organizations, Fairfield, West Chester, Liberty Township, Lebanon, and Monroe. Talking points will be provided which will include information shared in the Butler County ESP annual report.

Nancy commented on the success of Meals on Wheels at West Chester MidPoint library and hopes to expand. She asked how we reach the people who are home alone and are not coming to MidPoint for the meal. Nan responded that this topic should be added to the presentation talking points as an option available to those in the community. Ken added that the presentations will also inform the community that ESP is benefiting their residents by supporting them to stay in their own home.

Nan added that there has been a coordinated outreach effort over the last six months by a collective COA group , going to senior apartment and residential independent living buildings with enrollments specialists to enroll individuals in the program.

Sherry suggested a presentation to local groups of pastors that meet monthly. Kevin added that having a representative from the faith-based community may be beneficial.

Jennifer Heston-Mullins shared that a goal of Age Friendly Oxford is to reach family members in addition to individuals who can benefit from the program. Emily and Jennifer are also going to Rotary and Kiwanis

groups to share information. Nan offered providing additional program marketing materials if interested.

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## HEARING THE PUBLIC

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There were no individuals present from the public who wished to speak.

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## EXECUTIVE SESSION

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The Advisory Council went into executive session at 4:27 PM.

**Motion:** Kevin Kurpieski made a motion to adjourn.

**Second:** Sherry Lind seconded the motion.

**Action:** It was unanimously agreed to exit the executive session at 4:49 pm.

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## ADJOURNMENT

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The meeting was adjourned at 4:50 PM.

**Motion:** Jennifer Heston-Mullins made a motion to adjourn.

**Second:** Nancy Williams seconded the motion.

**Action:** It was unanimously agreed to adjourn the meeting at 4:50 pm.

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## NEXT MEETING

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September 12, 2024



**Butler County ESP  
Program and Financial Report  
Quarter 2, 2024 (April- June 2024)**



# Butler County ESP

## Quarter 2, 2024 (April - June 2024)

### EXECUTIVE SUMMARY

#### Highlighted Findings

##### 1. Census Trends

- A. Compared to last year (Quarter 2, 2023), census decreased by -175 clients (from 3,105 to 2,930) or -5.64%.
- B. Compared to last quarter (Quarter 1, 2024), census decreased by -92 clients (from 3,022 to 2,930) or -3.04%.

\* **Note:** On February 1st, 2024 Managed Enrollment was initiated for Butler County.

##### 2. Fast Track Home

- A. Average length of stay has increased by 4 days compared to Quarter 1, 2024 (from 50 to 54).
- B. New Enrollments increased from Q1,2024 to Q2,2024 (from 51 to 75).
- C. Total clients who transferred to ESP from FTH increased by 10 clients from Quarter 1, 2024 (from 14 to 24).

##### 3. Financials

- A. Total Levy Revenue: The amount needed to be drawn down from the levy is \$12.67 million through the second quarter, as compared to the budgeted amount of \$12.53 million. The variance as compared to budget is over by \$132,319 or 1.1%
- B. Total Expenses: The expenses projected through the second quarter are \$13.78 million as compared to \$13.56 million in the budget. The variance as compared to budget is over by \$221,473 or 1.6%
- C. Purchase Services: The purchased services expenses were over by \$263,388 or 2.8% as compared to budget.





**Butler County ESP**  
**Quarter 2, 2024 (April - June 2024)**  
**TRADITIONAL ESP CENSUS TRENDS**

**Quarter-End Census by Program**

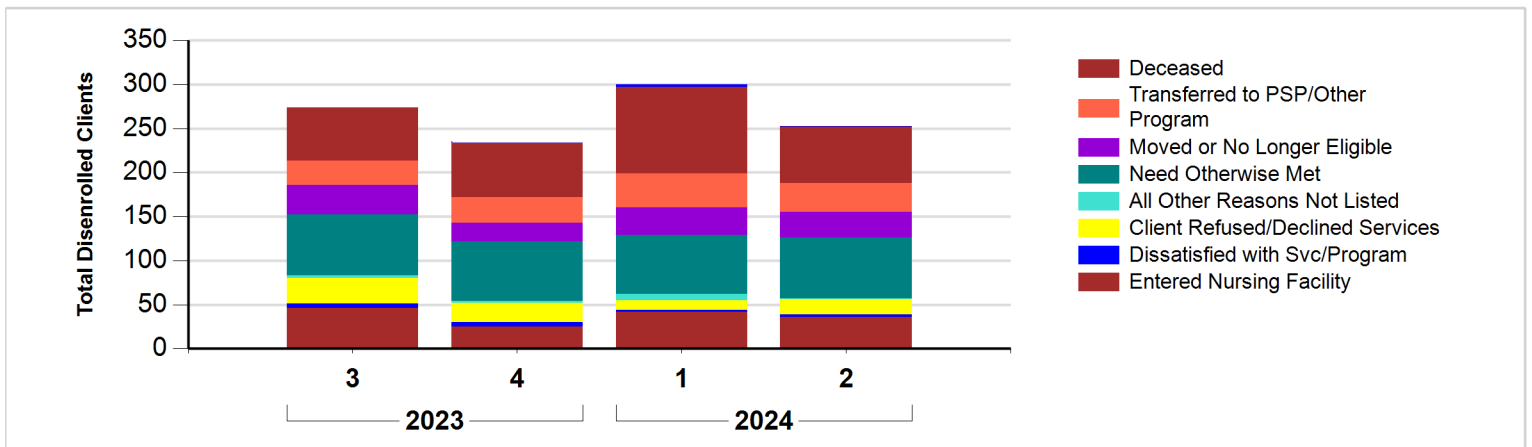
Year	2023		2024	
Quarter	3	4	1	2
<b>ESP</b>	<b>3,091</b>	<b>3,126</b>	<b>3,022</b>	<b>2,930</b>
<b>FTH</b>	<b>16</b>	<b>14</b>	<b>33</b>	<b>38</b>
<b>Medicaid Programs</b>	<b>1,455</b>	<b>1,450</b>	<b>1,486</b>	<b>1,490</b>
Passport	331	351	359	371
Assisted Living	104	106	104	97
Molina	402	393	423	415
Aetna	618	600	600	607

**Quarter-End Census, New Enrollments, and Disenrollments<sup>1</sup>**

Year	2023		2024	
Quarter	3	4	1	2
Quarter-End Census	3,091	3,126	3,022	2,930
New Enrollments	263	274	194	169
Disenrollments	274	234	297	252

**Disenrollment Outcomes**

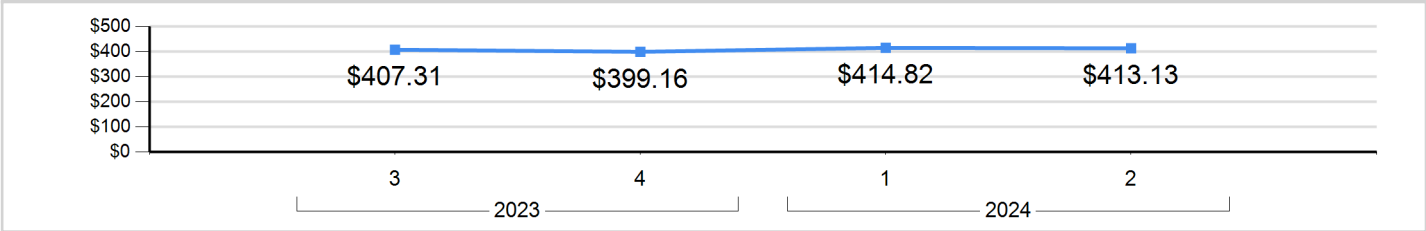
Year	2023		2024	
Quarter	3	4	1	2
Client Refused/Declined Services	29	22	11	17
Deceased	61	62	98	64
Dissatisfied with Svc/Program	5	5	2	3
Entered Nursing Facility	46	25	42	36
Moved or No Longer Eligible	34	21	31	29
Need Otherwise Met	69	68	67	69
Transferred to PSP/Other Program	27	29	39	33
All Other Reasons Not Listed	3	2	7	1
<b>Total</b>	<b>274</b>	<b>234</b>	<b>297</b>	<b>252</b>





**Butler County ESP**  
**Quarter 2, 2024 (April - June 2024)**  
**TRADITIONAL ESP SERVICE TRENDS**

**Average Monthly Cost per Client<sup>1</sup>**



**Distinct Clients Served by Service Group<sup>12</sup>**

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	236	246	239	265
Electronic Monitoring	1,819	1,809	1,761	1,653
Home Care Assistance	739	703	704	723
Home Delivered Meals	1,727	1,717	1,699	1,640
Home Medical Equipment	161	138	128	115
Home Modification	94	78	57	52
Laundry Service	2	12	18	27
Other Services	314	293	279	283
Transportation	304	281	275	267
<b>All Services (Unduplicated)</b>	<b>3,358</b>	<b>3,364</b>	<b>3,317</b>	<b>3,187</b>

**Units Billed by Service Group<sup>12</sup>** *Please see the notes page for unit of measure descriptions by service.*

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	19,616	22,084	17,537	26,366
Electronic Monitoring	6,332	6,846	6,898	6,858
Home Care Assistance	22,733	22,537	21,597	20,646
Home Delivered Meals	102,312	109,079	107,747	103,571
Home Medical Equipment	250	235	217	197
Home Modification	100	84	60	53
Laundry Service	8	84	166	215
Other Services	2,195	2,148	1,781	1,821
Transportation	3,223	3,432	3,149	2,886

**Dollars Paid by Service Group (Purchased Services)<sup>12</sup>**

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	\$377,694	\$411,914	\$367,562	\$490,983
Electronic Monitoring	\$104,631	\$114,975	\$107,396	\$107,883
Home Care Assistance	\$597,068	\$608,418	\$556,828	\$554,739
Home Delivered Meals	\$1,141,121	\$1,163,720	\$1,158,543	\$1,106,584
Home Medical Equipment	\$36,014	\$33,148	\$34,400	\$26,993
Home Modification	\$180,853	\$97,533	\$130,801	\$137,664
Laundry Service	\$2,440	\$5,576	\$4,777	\$6,567
Other Services	\$210,971	\$182,479	\$224,786	\$163,029
Transportation	\$140,605	\$162,680	\$141,120	\$126,264
<b>All Services</b>	<b>\$2,791,395</b>	<b>\$2,780,444</b>	<b>\$2,726,213</b>	<b>\$2,720,706</b>

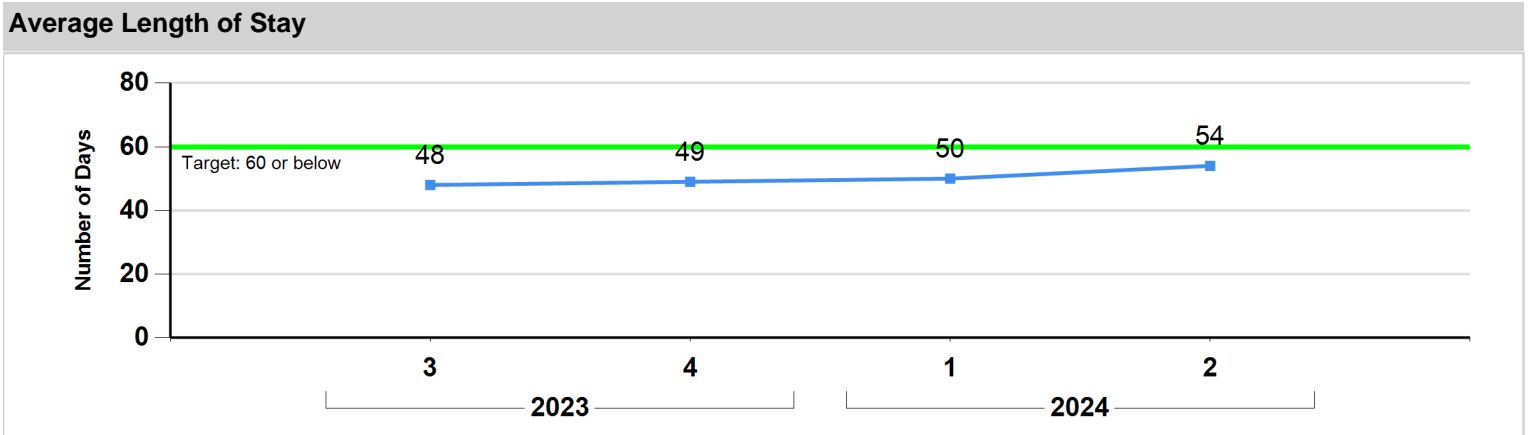
<sup>1</sup> The Q2 2024 CDC cost is higher than usual due to the majority of March's Q1 billing being submitted late in April.



**Butler County ESP FTH**  
**Quarter 2, 2024 (April - June 2024)**  
**FAST TRACK HOME CENSUS TRENDS**

Total Clients Served, New Enrollments, Disenrollments				
	2023		2024	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
New Enrollments	39	31	51	75
Disenrollments	49	32	32	70
Clients Transferred to ESP	21	18	14	24
	42.86%	56.25%	43.75%	34.29%

Enrollment by Setting				
Enrollment Setting	2023		2024	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Fort Hamilton	0	1	6	3
Spousal Meals	4	0	3	3
McCullough Hyde	0	0	2	2
Miami Valley Hospital	1	0	0	1
Community	0	0	1	5
Mercy Hospital Network	7	4	10	8
Premier Health Atrium	0	2	2	3
The Christ Hospital	2	0	1	0
TriHealth Hospital Network	5	4	4	8
University of Cincinnati Hospital Network	7	7	6	14
Veterans Admin - VA	0	0	1	2
Other Hospital	1	2	2	3
Skilled Nursing Facilities	10	7	8	21
Rehabilitation Facilities	1	3	4	0
Not Captured	1	1	1	2
<b>Total</b>	<b>39</b>	<b>31</b>	<b>51</b>	<b>75</b>





**Butler County ESP FTH**  
**Quarter 2, 2024 (April - June 2024)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2023		2024	
Quarter	3	4	1	2
Electronic Monitoring	0	0	7	23
Home Care Assistance	0	0	4	3
Home Delivered Meals	45	41	37	53
Home Medical Equipment	0	0	9	20
Home Modification	0	0	2	3
Laundry Service	0	0	0	2
Transportation	0	0	0	3
<b>All Services (Unduplicated)</b>	<b>45</b>	<b>41</b>	<b>47</b>	<b>75</b>

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

Year	2023		2024	
Quarter	3	4	1	2
Electronic Monitoring	0	0	14	40
Home Care Assistance	0	0	26	53
Home Delivered Meals	1,276	1,137	1,015	1,417
Home Medical Equipment	0	0	18	34
Home Modification	0	0	2	3
Laundry Service	0	0	0	3
Transportation	0	0	0	16

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

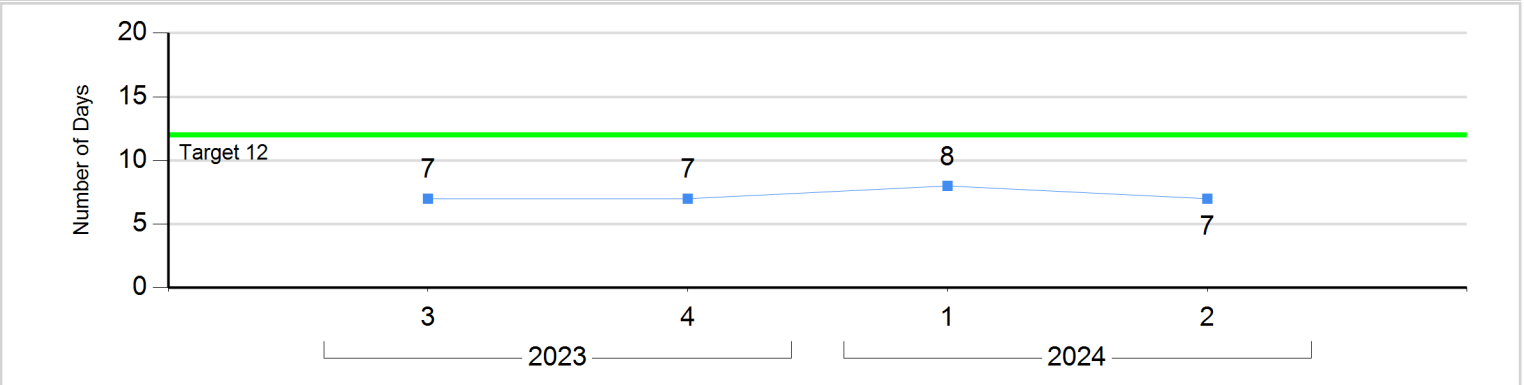
Year	2023		2024	
Quarter	3	4	1	2
Electronic Monitoring	\$0	\$0	\$245	\$848
Home Care Assistance	\$0	\$0	\$658	\$1,396
Home Delivered Meals	\$12,627	\$11,404	\$9,920	\$13,784
Home Medical Equipment	\$0	\$0	\$1,223	\$3,328
Home Modification	\$0	\$0	\$1,235	\$1,355
Laundry Service	\$0	\$0	\$0	\$15
Transportation	\$0	\$0	\$0	\$1,114
<b>All Services</b>	<b>\$12,627</b>	<b>\$11,404</b>	<b>\$13,281</b>	<b>\$21,840</b>

<sup>1</sup> The cost of Laundry Services in Q2 2024 is due to cancellation fees from the provider when the client missed the scheduled pickup times.



**Butler County ESP**  
**Quarter 2, 2024 (April - June 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
2023	3	1,465	515	35%	48%	17%
2023	4	1,459	525	36%	48%	16%
2024	1	1,431	418	29%	52%	19%
2024	2	1,447	360	25%	55%	20%

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

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	96.52%	96.63%	98.42%	97.48%
Good Choice of Meals Available	92.42%	91.79%	94.93%	92.50%

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

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	92.32%	94.68%	94.52%	95.04%
Aide is Dependable	90.31%	93.62%	93.43%	94.50%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	97.73%	93.51%	97.02%	98.28%
Service Returns Client Home Promptly	96.45%	87.33%	96.18%	96.27%



**Butler County ESP**  
**Quarter 2, 2024 (April - June 2024)**  
**MEDICARE BENEFIT COST SAVINGS**

<b>Referrals</b>				
<b>Year</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
<b>Quarter</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>
Number of Members Assisted	135	135	137	119
Over the Counter (OTC)	96	64	133	110

<b>Services Awarded</b>				
<b>Year</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
<b>Quarter</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>
Emergency Response Service	45	45	88	72
Medical Transportation	58	49	82	77
<b>Total Distinct Clients Served</b>	103	94	137	119

<b>Rolling Annual Cost Savings</b>		
<b>Year</b>	<b>2023</b>	<b>2024</b>
Total Cost Savings(as of qtr. end date)	\$665,600	\$425,550



**Butler County ESP**  
**Quarter 2, 2024 (April - June 2024)**

**FINANCIALS: Based on Actual Revenue & Expenses as of June 30, 2024<sup>1</sup>**

	Projected	Annual Budget	Budget Variance	% Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$12,665,306	\$12,532,988	\$132,319	1.1%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	\$353,032	\$266,034	\$86,998	32.7%
Title III E - Caregiver Support	35,810	74,446	(38,635)	-51.9%
Nutrition Services Incentive Program (NSIP)	170,183	260,509	(90,326)	-34.7%
State Funding(Senior Comm. Serv, HDM, Alzheimer's)	61,841	35,725	26,116	73.1%
Other Federal (ARPA)	149,466	68,510	80,956	118.2%
<b>Other Revenue Sources (Interest)</b>	77,194	66,669	10,525	15.8%
<b>Client Contributions</b>				
Client Donations	12,950	9,308	3,642	39.1%
Co-Pays Received	252,838	242,958	9,879	4.1%
<b>Total Revenue</b>				
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$901,405	\$882,434	(\$18,971)	-2.1%
Intake & Assessment	338,236	361,512	23,276	6.4%
Fast Track Home - Pilot	109,565	68,510	(41,055)	
Case Management	2,657,753	2,736,418	78,665	2.9%
<b>Total Operational Expenses</b>	<b>\$4,006,959</b>	<b>\$4,048,874</b>	<b>\$41,915</b>	<b>1.0%</b>
<b>Purchased Services</b>				
Home Care Assistance	\$2,178,246	\$2,213,611	35,365	1.6%
Consumer Directed Care	1,657,351	1,212,523	(444,828)	-36.7%
Laundry Service	24,523	37,800	13,277	35.1%
Independent Living	238,532	270,350	31,818	11.8%
Home Medical Equipment	130,072	132,149	2,077	1.6%
Electronic Monitoring	395,398	457,950	62,552	13.7%
Minor Home Modifications	531,571	483,354	(48,217)	-10.0%
Major Housecleaning	54,987	59,857	4,871	8.1%
Pest Control	15,509	16,883	1,374	8.1%
Home Delivered Meals	4,408,428	4,632,749	224,321	4.8%
Adult Day Service	168,205	209,808	41,603	19.8%
Adult Day Transportation	48,372	73,264	24,892	34.0%
Medical Transportation	534,384	452,153	(82,231)	-18.2%
Non Medical Transportation	134,441	92,934	(41,507)	-44.7%
Behavior Health	162,570	105,000	(57,570)	-54.8%
Healthy Aging Grant	(910,927)	(942,113)	(31,186)	-29.7%
<b>Gross Purchased Services</b>	<b>\$9,771,661</b>	<b>\$9,508,272</b>	<b>(\$263,388)</b>	<b>-2.8%</b>
<b>Gross Program Expenses</b>	<b>\$13,778,619</b>	<b>\$13,557,146</b>	<b>(\$221,473)</b>	<b>-1.6%</b>
<b>Client Census</b>	<b>2,680</b>	<b>2,838</b>	<b>158</b>	<b>5.6%</b>
<b>Cost of Services per Client</b>	<b>\$300.46</b>	<b>\$277.49</b>	<b>(\$22.97)</b>	<b>-8.3%</b>

\* projected year end census.

## 1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, 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 and Independent Living Assistance, Mental Health Adult Day Care 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.
1. Laundry Services: We are currently reviewing the client data that we have received from the vendor for the new laundry service we are implementing in the county.

## 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.



## Butler County Program Update Report September 2024

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

Janz Medical Supply is contracted for HME in Butler County. They are actively picking up new referrals.

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

No changes since the last report.

### **Adult Day Service**

Northwest Adult Day experienced a staffing change. Kelsey Rhoads is new administrator as of 8/1/2024. There has been no disruption in services.

### **Transportation**

The BCESP Transportation Service Specification was modified to include the following for non-medical transportation:

“Trips that are unallowable are trips to adult entertainment, casinos, and establishments to purchase alcohol, tobacco, and marijuana.”

A copy of the proposed revised service specification is included for review.

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

No changes since the last report.

### **Electronic Monitoring Systems (formerly Emergency Response Services)**

Guardian Medical Monitoring’s proposal to RFP 001-24: ESP Electronic Monitoring Systems (EMS) was awarded the EMS contract with an effective date of October 1, 2024.

An administrative appeal was received from Connect America on 8/9/24 regarding the denial of their proposal to RFP 001-24. Their appeal request and decision for denial was reviewed and an explanation of the decision was delivered to them on 8/16/24.

A second level appeal was filed and is currently under review.

## **Environmental Services**

No changes since the last report.

## **Copay Evaluation**

Council on Aging has been evaluating significant changes to the copayment process including how income is verified, calculated and collected. The goals included simplifying the process, decreasing the complexity, and stabilizing or increasing copayment revenue coming into the program. We worked with the LiveWell collaborative to study innovative designs and approaches. This led to testing multiple models. The current model being tested is yielding positive results and includes the following changes:

1. Flat, predictable co-payment invoices for enrolled clients.
2. Simplified verification based on available tax returns and skip logic to only focus income assessments on necessary questions, skipping anything that isn't required.
3. Asset adjustment for individuals with retirement accounts, investments, or savings.
4. Simplified hardship review for individuals who have high housing or medical expenses.

The next steps include:

- a) Further pilot testing in Hamilton County with a larger sample size to estimate the impact of copayment revenue in the program.
- b) Modernization of copay collection options to make it easier for clients to pay their bill.
- c) The development of process and training materials for care management and accounting.
- d) Proposed new model for approval at the December or March meeting with an implementation timeline.

## **Home Delivered Meals**

Value Rating sheets for the Home Delivered Meals (HDM) providers are developed to provide a tool for care management staff to use with HDM clients in helping them select a meal provider. The information on the tool provides staff and clients with provider details and a value/star rating from 1-5. The intent is to give the client the information to make an informed decision when choosing a provider for their home delivered meal deliveries. The value rating was calculated using survey results (SASI) and pricing with 50% weight for quality, and 50% cost. In our commitment to maintaining a strong provider network and incentivize quality home-delivered meals, we adjusted how we calculate the value score. Beginning 9/1/2024 the value score is determined using an 80%/20% ratio, with 80% of the score based on quality (SASI) and 20% cost. This change has been communicated with providers and staff.

## **Senior Farmers Market Nutrition Program**

The Department of Aging allocated \$32,000 (640 clients) to Butler County for the 2024 program year. Thus far 638 individuals who reside in Butler County are participating in the program, and 6 markets in Butler County are approved to accept the benefits. The Ohio Department of Aging (ODA) is managing and operating the program this year with assistance from a third-party, Home-Grown Benefits. The program is experiencing several obstacles and challenges this year that has affected the application numbers and redemption rates, which is

currently at 9% to date of issued benefits. COA's role has been assisting with promotion, recruitment, and education about the program. COA has provided feedback to ODA and hopes to see improvements for the program in 2025. The program ends 10/31/2024.

**Maximum Rate Reimbursement effective 10/1/24 - 9/30/25**

<b>Service</b>	<b>Cost Per Unit</b>	<b>Unit</b>
Adult Day Service - Transportation	\$47.85	One Way Trip
Adult Day Service -	\$70.96	Per ½ Day
Consumer Directed Care	\$ 3.75	Per 15 min
Electronic Monitoring System (med dispenser)	\$20.00	Per 1/2 Month
Home Delivered Meals (mechanically altered)	\$14.28	Per Meal
Home Medical Equipment (Electric Hospital Bed)	\$2,495.00	Per Unit
Home Care Assistance	\$7.64	Per 15 min
Independent Living Assistance	\$15.12	Per 15 min



Please choose a provider for your Home-Delivered Meals.  
If no provider is chosen, direct award to provider with highest Value Score

Butler County Providers	Preparation	Geographic Zones Reached				Value Score
		West	Central	Northwest	Southeast	
<b>Mayerson Jewish Community Center</b> (513) 761-7500 <a href="http://www.mayersonjcc.org">www.mayersonjcc.org</a> Number of clients surveyed: 40 KOSHER MEALS AVAILABLE	<ul style="list-style-type: none"> <li>Chilled</li> <li>Frozen</li> <li>Driver can heat meals</li> </ul>					<b>5</b>
<b>Meals on Wheels of SWOH/NKY</b> (513) 661-2777 <a href="mailto:meals@muchmorethanameal.org">meals@muchmorethanameal.org</a> Number of clients surveyed: 341	<ul style="list-style-type: none"> <li>Chilled</li> <li>Frozen</li> <li>Driver can heat meals</li> </ul>		 Eden Park	 Trinity Manor	 Belle Tower, Fairfield Village	<b>4</b>
<b>Meals on Wheels of Butler Co.</b> (Partners in Prime) (513) 867-1998 <a href="http://www.community-first.org">www.community-first.org</a> Number of clients surveyed: 240	<ul style="list-style-type: none"> <li>Chilled</li> <li>Frozen</li> <li>Hot</li> <li>Driver can heat meals</li> </ul>					<b>3.5</b>
<b>Warren County Community Services</b> (513) 695-2100 <a href="http://www.wccsi.org">www.wccsi.org</a> Number of clients surveyed: 218	<ul style="list-style-type: none"> <li>Chilled</li> <li>Frozen</li> <li>Hot</li> <li>Driver can heat meals</li> </ul>					<b>3</b>
<b>Meals on Wheels of Greater Oxford Ohio</b> (Oxford Senior Citizens Center) (513) 513-8100 <a href="http://www.oxfordsenior.org">www.oxfordsenior.org</a> Number of clients surveyed: 23	<ul style="list-style-type: none"> <li>Frozen</li> <li>Hot (M-F)</li> </ul>					<b>2.5</b>



# Butler County Elderly Services Program:

## Zip Codes in Each Geographic Zone

Butler County West	Butler County Central	Butler County Northeast	Butler County Southeast
47060	47060	45042	45061
47003	47003	45043	45071
47010	47010	45067	45015
47012	47012	45050	45014
47016	47016	45044	45240
45064	45064	45244	45246
45056	45056	45005	45241
45053	45053	45036	45249
45030	45030	45069	45251
45004	45004	45327	45252
45003	45003		45040
45233	45233		45039
45311	45311		45066
	45013		45140
			45152
			45231



## Butler County



## Provider Quality Report

Quarter 2, 2024



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# Provider Quality Report: Introduction

## Butler 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. through March).
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers
- 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
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

#### **SASI Scoring:**

SASI scores that consist of smaller sample sizes may have adverse impact on providers' scores.





# Provider Quality Report: Provider Activity

## Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
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 of Cincinnati	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Oxford Senior Citizens, Inc.	Independent Living Assistance	8/1/2022
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

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



## Provider Quality Report: Service Metrics

Butler County ESP

### Adult Day Service

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	2	2
Northwest Adult Services Pioneer Home Healthcare	0	0	94	93	65	141	114	65	572
Otterbein Lebanon Adult Day Service	0	91	161	144	117	137	113	84	845
Oxford Senior Citizens, Inc.	128	206	279	318	347	244	212	256	1,988
<b>Total Billable Units</b>	<b>128</b>	<b>297</b>	<b>534</b>	<b>554</b>	<b>529</b>	<b>522</b>	<b>438</b>	<b>407</b>	<b>3,407</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	0	0.49%
Northwest Adult Services Pioneer Home Healthcare	0	0	17.62%	16.79%	12.29%	27.04%	26.03%	15.99%	
Otterbein Lebanon Adult Day Service	0	30.52%	30.18%	25.90%	22.12%	26.27%	25.68%	20.54%	
Oxford Senior Citizens, Inc.	100.00%	69.48%	52.20%	57.31%	65.60%	46.69%	48.29%	62.98%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	1	1
Northwest Adult Services Pioneer Home Healthcare	0	0	3	4	5	5	6	3	4
Otterbein Lebanon Adult Day Service	0	4	8	7	6	9	9	6	7
Oxford Senior Citizens, Inc.	8	10	12	14	16	13	13	11	12
<b>Total Distinct Clients Served</b>	<b>8</b>	<b>14</b>	<b>23</b>	<b>25</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>21</b>	<b>8</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Consumer Directed Care

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Palco, Inc.	11,746	10,536	16,041	15,178	19,616	22,084	17,537	26,188	138,925
<b>Total Billable Units</b>	<b>11,746</b>	<b>10,536</b>	<b>16,041</b>	<b>15,178</b>	<b>19,616</b>	<b>22,084</b>	<b>17,537</b>	<b>26,188</b>	<b>138,925</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Palco, Inc.	100.00%	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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Palco, Inc.	124	143	163	185	227	240	232	254	196
<b>Total Distinct Clients Served</b>	<b>124</b>	<b>143</b>	<b>163</b>	<b>185</b>	<b>227</b>	<b>240</b>	<b>232</b>	<b>254</b>	<b>196</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Care Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
A Best Home Care, Inc.	41	61	107	113	72	87	83	74	637
A Miracle Home Care	9,428	10,252	10,369	11,265	13,660	13,600	13,962	13,530	96,065
Always There Healthcare LLC	58	31	0	0	0	0	0	0	88
Assisted Care by Black Stone of CIN	1,508	1,326	1,474	1,233	1,376	1,110	880	531	9,438
Comfort and Care Home Health Agency, Inc.	177	56	39	99	118	56	108	118	770
Helping Hands Private Duty Homecare	1,114	0	0	0	0	0	0	0	1,114
Interim HomeStyles of Greater Cincinnati, Inc.	3,262	3,236	3,368	2,525	2,897	3,462	2,521	2,449	23,720
LCD Home Health Agency	0	0	0	0	0	0	0	38	38
Nova Home Care	613	721	741	803	695	630	715	528	5,444
Prime Home Care, LLC	219	239	184	123	133	64	0	0	962
Quality Care	176	136	125	94	59	111	114	57	873
SH of Southern Ohio LLC	2,408	3,470	3,373	3,929	3,669	3,332	3,155	3,282	26,617
Superior Home Care, Inc.	38	146	128	113	55	86	60	40	665
<b>Total Billable Units</b>	<b>19,038</b>	<b>19,673</b>	<b>19,907</b>	<b>20,297</b>	<b>22,733</b>	<b>22,537</b>	<b>21,597</b>	<b>20,646</b>	<b>166,428</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
A Best Home Care, Inc.	0.21%	0.31%	0.54%	0.56%	0.32%	0.39%	0.38%	0.36%	
A Miracle Home Care	49.52%	52.11%	52.09%	55.50%	60.09%	60.35%	64.65%	65.53%	
Always There Healthcare LLC	0.30%	0.16%	0	0	0	0	0	0	
Assisted Care by Black Stone of CIN	7.92%	6.74%	7.40%	6.08%	6.05%	4.93%	4.08%	2.57%	
Comfort and Care Home Health Agency, Inc.	0.93%	0.28%	0.19%	0.49%	0.52%	0.25%	0.50%	0.57%	
Helping Hands Private Duty Homecare	5.85%	0	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	17.13%	16.45%	16.92%	12.44%	12.74%	15.36%	11.67%	11.86%	
LCD Home Health Agency	0	0	0	0	0	0	0	0.18%	
Nova Home Care	3.22%	3.67%	3.72%	3.96%	3.06%	2.79%	3.31%	2.56%	
Prime Home Care, LLC	1.15%	1.21%	0.93%	0.60%	0.58%	0.28%	0	0	
Quality Care	0.92%	0.69%	0.63%	0.46%	0.26%	0.49%	0.53%	0.28%	
SH of Southern Ohio LLC	12.65%	17.64%	16.94%	19.36%	16.14%	14.78%	14.61%	15.90%	
Superior Home Care, Inc.	0.20%	0.74%	0.64%	0.56%	0.24%	0.38%	0.28%	0.19%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	1	3	2	1	2	3	2	2
A Miracle Home Care	311	311	308	333	417	431	431	431	372
Always There Healthcare LLC	3	1	0	0	0	0	0	0	2
Assisted Care by Black Stone of CIN	44	42	40	35	34	30	26	17	34
Comfort and Care Home Health Agency, Inc.	16	7	10	20	11	4	8	13	11
Helping Hands Private Duty Homecare	151	0	0	0	0	0	0	0	151
Interim HomeStyles of Greater Cincinnati, Inc.	116	108	104	96	93	88	87	81	97
LCD Home Health Agency	0	0	0	0	0	0	0	2	2
Nova Home Care	26	28	27	29	22	13	15	15	22
Prime Home Care, LLC	8	7	6	5	5	3	0	0	6
Quality Care	11	7	6	4	5	4	3	3	5
SH of Southern Ohio LLC	149	142	142	149	151	131	132	163	145
Superior Home Care, Inc.	4	5	4	4	3	3	3	1	3
<b>Total Distinct Clients Served</b>	<b>840</b>	<b>659</b>	<b>650</b>	<b>677</b>	<b>742</b>	<b>709</b>	<b>708</b>	<b>728</b>	<b>70</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Electronic Monitoring System

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	6,900	6,732	5,663	7,634	6,332	6,846	6,898	6,858	53,862
<b>Total Billable Units</b>	<b>6,900</b>	<b>6,732</b>	<b>5,663</b>	<b>7,634</b>	<b>6,332</b>	<b>6,846</b>	<b>6,898</b>	<b>6,858</b>	<b>53,862</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Guardian Medical Monitoring, Inc.	100.00%	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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,033	1,992	1,926	1,916	1,819	1,809	1,761	1,653	1,864
<b>Total Distinct Clients Served</b>	<b>2,033</b>	<b>1,992</b>	<b>1,926</b>	<b>1,916</b>	<b>1,819</b>	<b>1,809</b>	<b>1,761</b>	<b>1,653</b>	<b>1,864</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Delivered Meals

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	30,892	32,351	32,427	32,466	7,411	0	0	0	135,547
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	2,363	6,778	8,747	17,888
Meals on Wheels of SW Ohio and Northern Kentucky	16,477	18,383	20,388	21,802	31,373	39,981	37,919	36,851	223,174
Oxford Senior Citizens, Inc.	3,044	2,582	2,459	2,452	2,401	2,466	2,575	2,478	20,457
Partners in Prime	27,288	25,349	26,361	27,280	34,089	33,076	30,897	27,695	232,035
Warren County Community Service	19,093	20,906	19,648	18,529	27,038	31,193	29,578	27,800	193,785
<b>Total Billable Units</b>	<b>96,794</b>	<b>99,571</b>	<b>101,283</b>	<b>102,529</b>	<b>102,312</b>	<b>109,079</b>	<b>107,747</b>	<b>103,571</b>	<b>822,886</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	31.92%	32.49%	32.02%	31.67%	7.24%	0	0	0	
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	2.17%	6.29%	8.45%	
Meals on Wheels of SW Ohio and Northern Kentucky	17.02%	18.46%	20.13%	21.26%	30.66%	36.65%	35.19%	35.58%	
Oxford Senior Citizens, Inc.	3.14%	2.59%	2.43%	2.39%	2.35%	2.26%	2.39%	2.39%	
Partners in Prime	28.19%	25.46%	26.03%	26.61%	33.32%	30.32%	28.68%	26.74%	
Warren County Community Service	19.73%	21.00%	19.40%	18.07%	26.43%	28.60%	27.45%	26.84%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	517	518	532	540	446	0	0	0	511
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	69	130	149	116
Meals on Wheels of SW Ohio and Northern Kentucky	275	309	344	381	611	648	625	606	475
Oxford Senior Citizens, Inc.	51	45	48	45	44	47	49	48	47
Partners in Prime	427	412	427	436	586	526	474	440	466
Warren County Community Service	314	315	306	300	497	481	460	433	388
<b>Total Distinct Clients Served</b>	<b>1,584</b>	<b>1,599</b>	<b>1,657</b>	<b>1,702</b>	<b>2,184</b>	<b>1,771</b>	<b>1,738</b>	<b>1,676</b>	<b>348</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	0	2	2
American Ramp Systems	41	35	44	53	55	58	63	50	399
Bernens Medical	142	135	154	120	129	131	125	128	1,064
Home First	1	2	1	2	2	3	6	4	21
Mullaney's Pharmacy & Home Health Care	46	35	53	55	42	28	8	0	267
Stateline Medical Equipment	17	2	4	5	9	3	6	3	49
<b>Total Billable Units</b>	<b>247</b>	<b>209</b>	<b>256</b>	<b>235</b>	<b>237</b>	<b>223</b>	<b>208</b>	<b>187</b>	<b>1,802</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
101 Mobility Cincinnati	0	0	0	0	0	0	0	1.07%	
American Ramp Systems	16.60%	16.75%	17.19%	22.55%	23.21%	26.01%	30.29%	26.74%	
Bernens Medical	57.49%	64.59%	60.16%	51.06%	54.43%	58.74%	60.10%	68.45%	
Home First	0.40%	0.96%	0.39%	0.85%	0.84%	1.35%	2.88%	2.14%	
Mullaney's Pharmacy & Home Health Care	18.62%	16.75%	20.70%	23.40%	17.72%	12.56%	3.85%	0	
Stateline Medical Equipment	6.88%	0.96%	1.56%	2.13%	3.80%	1.35%	2.88%	1.60%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	0	1	1
American Ramp Systems	17	15	20	22	23	23	24	19	20
Bernens Medical	101	88	93	83	81	77	74	81	85
Home First	1	2	1	2	2	3	5	4	3
Mullaney's Pharmacy & Home Health Care	32	30	45	42	36	23	6	0	31
Stateline Medical Equipment	17	2	4	5	9	3	5	3	6
<b>Total Distinct Clients Served</b>	<b>168</b>	<b>137</b>	<b>163</b>	<b>154</b>	<b>151</b>	<b>129</b>	<b>114</b>	<b>108</b>	<b>28</b>



## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Modification

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	2	3	7
Custom Home Elevator & Lift Co. Inc.	3	3	2	2	4	5	5	2	26
Home First	3	3	4	6	3	3	7	6	35
HomeCare Mattress Inc.	0	0	0	0	2	1	0	0	3
MedAdapt Ltd.	22	22	35	26	38	37	29	21	230
People Working Cooperatively, Inc.	0	4	2	2	0	0	0	0	8
Stalene Medical Equipment	33	17	23	22	21	19	12	8	155
Tri-State Maintenance	25	27	26	28	32	17	5	13	173
<b>Total Billable Units</b>	<b>86</b>	<b>76</b>	<b>92</b>	<b>86</b>	<b>100</b>	<b>84</b>	<b>60</b>	<b>53</b>	<b>637</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2.38%	3.33%	5.66%	
Custom Home Elevator & Lift Co. Inc.	3.49%	3.95%	2.17%	2.33%	4.00%	5.95%	8.33%	3.77%	
Home First	3.49%	3.95%	4.35%	6.98%	3.00%	3.57%	11.67%	11.32%	
HomeCare Mattress Inc.	0	0	0	0	2.00%	1.19%	0	0	
MedAdapt Ltd.	25.58%	28.95%	38.04%	30.23%	38.00%	44.05%	48.33%	39.62%	
People Working Cooperatively, Inc.	0	5.26%	2.17%	2.33%	0	0	0	0	
Stalene Medical Equipment	38.37%	22.37%	25.00%	25.58%	21.00%	22.62%	20.00%	15.09%	
Tri-State Maintenance	29.07%	35.53%	28.26%	32.56%	32.00%	20.24%	8.33%	24.53%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	2	3	2
Custom Home Elevator & Lift Co. Inc.	3	3	2	2	4	5	5	2	3
Home First	3	3	4	6	2	3	7	6	4
HomeCare Mattress Inc.	0	0	0	0	2	1	0	0	2
MedAdapt Ltd.	21	21	34	25	37	35	27	21	28
People Working Cooperatively, Inc.	0	3	2	2	0	0	0	0	2
Stalene Medical Equipment	32	17	23	22	20	19	12	8	19
Tri-State Maintenance	24	26	22	27	32	17	5	13	21
<b>Total Distinct Clients Served</b>	<b>83</b>	<b>73</b>	<b>87</b>	<b>84</b>	<b>97</b>	<b>82</b>	<b>58</b>	<b>53</b>	<b>13</b>





## Provider Quality Report: Service Metrics

Butler County ESP

### Independent Living Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	115	154	103	94	4	0	0	0	470
Oxford Senior Citizens, Inc.	2	0	0	5	9	7	11	16	50
Partners in Prime	982	1,105	997	1,068	1,122	997	903	1,063	8,237
<b>Total Billable Units</b>	<b>1,099</b>	<b>1,259</b>	<b>1,100</b>	<b>1,167</b>	<b>1,135</b>	<b>1,004</b>	<b>914</b>	<b>1,078</b>	<b>8,756</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	10.48%	12.21%	9.34%	8.08%	0.31%	0	0	0	
Oxford Senior Citizens, Inc.	0.16%	0	0	0.43%	0.77%	0.72%	1.23%	1.44%	
Partners in Prime	89.36%	87.79%	90.66%	91.50%	98.92%	99.28%	98.77%	98.56%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	66	70	66	64	10	0	0	0	55
Oxford Senior Citizens, Inc.	1	0	0	2	2	4	4	6	3
Partners in Prime	214	204	210	207	255	240	232	241	225
<b>Total Distinct Clients Served</b>	<b>281</b>	<b>274</b>	<b>276</b>	<b>273</b>	<b>267</b>	<b>244</b>	<b>236</b>	<b>247</b>	<b>110</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Major Housecleaning

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Home First	6	8	1	2	9	7	2	0	35
<b>Total Billable Units</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>35</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Home First	6	8	1	2	9	7	2	0	5
<b>Total Distinct Clients Served</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>5</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Pest Control

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	20	30	28	27	28	20	7	0	160
Milts Termite & Pest Control	25	28	9	4	21	47	49	31	214
<b>Total Billable Units</b>	<b>45</b>	<b>58</b>	<b>37</b>	<b>31</b>	<b>49</b>	<b>67</b>	<b>56</b>	<b>31</b>	<b>374</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
All Gone Termite & Pest Control, Inc.	44.44%	51.72%	75.68%	87.10%	57.14%	29.85%	12.50%	0	
Milts Termite & Pest Control	55.56%	48.28%	24.32%	12.90%	42.86%	70.15%	87.50%	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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	12	11	13	12	10	3	0	10
Milts Termite & Pest Control	11	13	3	3	10	21	20	17	12
<b>Total Distinct Clients Served</b>	<b>22</b>	<b>25</b>	<b>14</b>	<b>16</b>	<b>22</b>	<b>31</b>	<b>23</b>	<b>17</b>	<b>11</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Transportation

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	986	1,005	760	781	153	0	0	0	3,685
Kemper Shuttle Services	109	53	54	175	138	29	22	46	626
Meda-Care Transportation, Inc.	313	386	357	476	677	816	896	638	4,559
Oxford Senior Citizens, Inc.	3	12	12	17	17	8	3	6	78
Partners in Prime	452	385	396	450	796	992	967	997	5,435
Transport-U Transportation, LLC	168	165	144	162	225	258	241	245	1,608
Universal Transportation Systems	308	236	276	322	330	229	41	0	1,742
Valley Transport LLC	255	324	322	259	723	934	808	763	4,388
Warren County Community Service	102	115	141	139	164	166	171	191	1,189
<b>Total Billable Units</b>	<b>2,696</b>	<b>2,681</b>	<b>2,462</b>	<b>2,781</b>	<b>3,223</b>	<b>3,432</b>	<b>3,149</b>	<b>2,886</b>	<b>23,310</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	36.57%	37.49%	30.87%	28.08%	4.75%	0	0	0	
Kemper Shuttle Services	4.04%	1.98%	2.19%	6.29%	4.28%	0.84%	0.70%	1.59%	
Meda-Care Transportation, Inc.	11.61%	14.40%	14.50%	17.12%	21.01%	23.78%	28.45%	22.11%	
Oxford Senior Citizens, Inc.	0.11%	0.45%	0.49%	0.61%	0.53%	0.23%	0.10%	0.21%	
Partners in Prime	16.77%	14.36%	16.08%	16.18%	24.70%	28.90%	30.71%	34.55%	
Transport-U Transportation, LLC	6.23%	6.15%	5.85%	5.83%	6.98%	7.52%	7.65%	8.49%	
Universal Transportation Systems	11.42%	8.80%	11.21%	11.58%	10.24%	6.67%	1.30%	0	
Valley Transport LLC	9.46%	12.09%	13.08%	9.31%	22.43%	27.21%	25.66%	26.44%	
Warren County Community Service	3.78%	4.29%	5.73%	5.00%	5.09%	4.84%	5.43%	6.62%	
<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									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	106	108	87	83	41	0	0	0	85
Kemper Shuttle Services	7	5	4	6	9	6	8	6	6
Meda-Care Transportation, Inc.	41	37	44	43	49	59	66	60	50
Oxford Senior Citizens, Inc.	2	4	4	7	5	4	2	2	4
Partners in Prime	46	47	54	64	105	97	98	95	76
Transport-U Transportation, LLC	17	13	16	15	23	19	18	19	18
Universal Transportation Systems	44	37	37	33	34	26	5	0	31
Valley Transport LLC	26	26	27	23	73	65	69	72	48
Warren County Community Service	13	13	16	18	28	19	23	18	19
<b>Total Distinct Clients Served</b>	<b>302</b>	<b>290</b>	<b>289</b>	<b>292</b>	<b>367</b>	<b>295</b>	<b>289</b>	<b>272</b>	<b>35</b>



# Provider Quality Report: Satisfaction Metrics

## Butler County ESP

### Butler County ESP SASI Counts

Home Care Assistance								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	1	0	1	1	2	1	1	1
A Miracle Home Care	100	127	114	126	153	160	175	194
Always There Healthcare LLC	1	2	0	1	1	0	0	0
Assisted Care by Black Stone of CIN	20	15	21	15	16	14	13	5
Comfort and Care Home Health Agency, Inc.	9	4	1	3	6	3	5	3
Helping Hands Private Duty Homecare	23	0	0	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	39	57	37	47	38	45	31	46
Nova Home Care	12	7	16	8	10	6	8	6
Prime Home Care, LLC	1	5	0	4	1	2	0	0
Quality Care	6	4	2	4	2	2	1	4
SH of Southern Ohio LLC	34	43	51	51	59	49	55	53
Superior Home Care, Inc.	1	2	2	1	2	2	1	1

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	151	167	196	179	52	0	0	1
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	4	25	59
Meals on Wheels of SW Ohio and Northern Kentucky	87	106	127	126	183	210	269	223
Oxford Senior Citizens, Inc.	18	9	14	17	14	13	18	18
Partners in Prime	137	149	153	145	203	209	180	181
Warren County Community Service	96	104	106	101	143	164	164	178

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	53	54	56	48	16	0	0	0
Kemper Shuttle Services	7	5	3	1	5	7	3	6
Meda-Care Transportation, Inc.	18	27	28	22	30	33	26	36
Oxford Senior Citizens, Inc.	1	1	3	3	2	3	3	4
Partners in Prime	23	29	20	35	42	40	47	48
Transport-U Transportation, LLC	6	10	7	8	7	12	8	11
Universal Transportation Systems	30	31	30	25	17	20	1	0
Valley Transport LLC	5	14	12	12	19	26	33	25
Warren County Community Service	4	7	9	10	5	13	13	17



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

Butler County ESP

## Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	80.0%	80.0%	100.0%	100.0%	90.0%	90.0%
A Miracle Home Care	92.3%	91.3%	96.1%	93.6%	94.5%	95.2%	97.5%	97.3%
Always There Healthcare LLC	100.0%	100.0%	No Data	70.0%	30.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	99.4%	90.7%	100.0%	89.7%	100.0%	90.8%	94.8%	90.5%
Comfort and Care Home Health Agency, Inc.	52.5%	67.5%	100.0%	66.7%	59.5%	86.7%	39.7%	100.0%
Helping Hands Private Duty Homecare	77.1%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.0%	91.7%	98.5%	95.9%	96.7%	96.1%	98.1%	95.5%
Nova Home Care	75.8%	93.8%	77.8%	100.0%	84.7%	96.7%	100.0%	100.0%
Prime Home Care, LLC	100.0%	88.0%	No Data	93.3%	60.0%	55.0%	No Data	No Data
Quality Care	61.2%	89.2%	80.0%	89.2%	100.0%	100.0%	100.0%	93.3%
SH of Southern Ohio LLC	88.7%	95.7%	94.4%	93.3%	86.7%	94.0%	86.4%	85.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.8%	93.5%	97.9%	90.5%	94.0%	95.6%	97.4%	99.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%	75.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%	66.7%	100.0%
Helping Hands Private Duty Homecare	73.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.3%	91.7%	100.0%	94.7%	90.0%	97.4%	100.0%	97.3%
Nova Home Care	83.3%	100.0%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	84.6%	92.9%	95.2%	94.9%	86.0%	92.1%	87.8%	85.7%
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>

Butler County ESP

## Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know								
Historical Average: 88.4%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.7%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.5%	90.7%	95.9%	88.6%	94.7%	93.3%	98.7%	98.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	94.1%	100.0%	100.0%	90.0%	100.0%	60.0%	81.8%	75.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%	50.0%	100.0%
Helping Hands Private Duty Homecare	80.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.4%	87.2%	96.8%	97.3%	96.8%	92.1%	96.4%	92.5%
Nova Home Care	83.3%	83.3%	80.0%	100.0%	77.8%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	78.6%	90.0%	85.4%	97.5%	81.6%	97.4%	91.5%	86.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.0%	87.3%	90.3%	92.1%	86.3%	91.1%	90.9%	90.6%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	92.9%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	0.0%	25.0%	100.0%	66.7%	33.3%	66.7%	40.0%	100.0%
Helping Hands Private Duty Homecare	56.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	96.5%	94.6%	95.7%	100.0%	95.6%	93.3%	97.8%
Nova Home Care	75.0%	85.7%	62.5%	100.0%	70.0%	83.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Quality Care	16.7%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	78.8%	95.3%	92.2%	92.2%	79.7%	87.2%	77.8%	77.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

<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>

Butler County ESP

## Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.0%	95.2%	98.2%	96.0%	97.4%	98.8%	99.4%	100.0%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	77.8%	75.0%	100.0%	66.7%	100.0%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	95.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	93.8%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	97.1%	100.0%	100.0%	96.1%	96.6%	97.9%	92.6%	93.9%
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	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	94.5%	98.2%	96.8%	96.7%	98.8%	99.4%	97.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	87.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	81.3%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	97.1%	100.0%	98.0%	92.2%	96.5%	95.7%	88.9%	91.7%
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>

Butler 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	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	92.9%	97.3%	97.6%	95.4%	96.2%	98.3%	95.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%	91.7%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	78.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	93.0%	100.0%	100.0%	100.0%	95.6%	100.0%	97.8%
Nova Home Care	66.7%	100.0%	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	60.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	94.1%	100.0%	100.0%	94.1%	91.4%	97.9%	87.0%	89.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	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	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	93.7%	99.1%	96.0%	95.4%	95.6%	98.9%	97.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	91.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	94.1%	100.0%	100.0%	94.1%	94.8%	97.9%	90.7%	93.9%
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>

Butler County ESP

## Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
A Miracle Home Care	90.7%	87.1%	92.8%	88.7%	95.1%	94.5%	98.6%	99.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	63.6%	100.0%	62.5%	100.0%	75.0%
Comfort and Care Home Health Agency, Inc.	25.0%	75.0%	100.0%	66.7%	25.0%	66.7%	No Data	100.0%
Helping Hands Private Duty Homecare	65.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	82.4%	68.2%	96.3%	82.4%	85.2%	82.9%	90.9%	80.0%
Nova Home Care	83.3%	83.3%	66.7%	100.0%	88.9%	83.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	33.3%	No Data	50.0%	No Data	No Data
Quality Care	40.0%	66.7%	100.0%	66.7%	100.0%	100.0%	100.0%	33.3%
SH of Southern Ohio LLC	83.3%	90.9%	87.2%	91.9%	71.1%	90.5%	81.0%	80.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Is your aide dependable?								
Historical Average: 89.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.0%	89.8%	96.4%	95.2%	94.1%	93.8%	96.6%	96.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	55.6%	50.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	78.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	98.2%	97.3%	93.5%	94.7%	97.8%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Quality Care	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.2%	92.9%	92.2%	88.2%	82.8%	89.4%	81.5%	82.0%
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>

Butler County ESP

## Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.9%	88.1%	94.6%	94.4%	95.4%	94.3%	96.5%	96.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%	90.9%	80.0%
Comfort and Care Home Health Agency, Inc.	33.3%	75.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	65.2%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	94.7%	100.0%	95.6%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	66.7%	85.7%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	40.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	88.2%	95.3%	94.0%	92.0%	86.2%	93.6%	84.9%	75.5%
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>

## Butler County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.4%	97.9%	96.9%	91.4%	87.1%	No Data	No Data	62.5%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	90.6%	100.0%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	97.3%	98.2%	96.0%	97.5%	97.3%	98.7%	97.6%
Oxford Senior Citizens, Inc.	92.8%	100.0%	97.3%	97.8%	91.1%	99.0%	96.2%	94.9%
Partners in Prime	95.5%	97.1%	97.4%	98.5%	97.4%	95.8%	98.7%	96.8%
Warren County Community Service	99.3%	96.2%	98.5%	95.9%	97.8%	96.8%	97.7%	98.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.1%	92.9%	86.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.2%	100.0%	99.1%	98.2%	98.8%	99.5%	99.6%	99.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.1%	98.3%	98.3%	100.0%	98.8%	97.6%	99.3%	99.3%
Warren County Community Service	100.0%	98.8%	100.0%	98.6%	97.3%	98.4%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.3%	95.8%	92.7%	86.6%	80.8%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	92.5%	96.1%	93.6%	94.0%	94.3%	97.8%	95.5%
Oxford Senior Citizens, Inc.	88.9%	100.0%	92.9%	94.1%	85.7%	100.0%	93.8%	88.9%
Partners in Prime	91.2%	94.6%	94.8%	97.9%	95.6%	93.8%	98.3%	94.4%
Warren County Community Service	98.9%	93.3%	98.1%	92.1%	96.5%	94.5%	95.7%	96.6%

<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>

## Butler County ESP

### Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.3%	100.0%	100.0%	96.6%	98.1%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	100.0%	100.0%	99.2%	100.0%	99.5%	99.3%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	99.3%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	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%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	95.2%	97.6%	97.4%	88.2%	85.3%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	98.1%
Meals on Wheels of SW Ohio and Northern Kentucky	97.3%	96.3%	98.1%	96.3%	99.4%	100.0%	100.0%	99.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	94.4%	97.5%	98.4%	98.2%	98.7%	98.8%	100.0%	99.4%
Warren County Community Service	100.0%	98.8%	100.0%	97.0%	98.1%	99.2%	100.0%	100.0%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	98.2%	99.5%	97.2%	92.3%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.1%	98.4%	96.8%	98.9%	99.0%	99.6%	100.0%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	98.7%	99.3%	99.3%	99.0%	97.1%	99.4%	98.3%
Warren County Community Service	100.0%	97.1%	100.0%	98.0%	98.6%	98.8%	99.4%	99.4%

<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>

## Butler County ESP

### Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.7%	95.2%	94.4%	86.5%	80.8%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	93.2%
Meals on Wheels of SW Ohio and Northern Kentucky	95.4%	94.3%	96.9%	92.9%	95.6%	93.8%	97.0%	93.7%
Oxford Senior Citizens, Inc.	70.6%	100.0%	85.7%	94.1%	85.7%	100.0%	81.3%	81.3%
Partners in Prime	92.7%	93.8%	94.7%	95.1%	92.6%	89.4%	94.9%	91.0%
Warren County Community Service	96.9%	91.3%	93.4%	88.1%	93.0%	91.4%	92.1%	93.2%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.7%	98.2%	97.4%	92.7%	88.5%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	98.1%	99.2%	97.6%	95.6%	94.8%	97.8%	98.2%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	94.1%	85.7%	92.3%	100.0%	94.4%
Partners in Prime	95.6%	97.3%	96.7%	99.3%	97.0%	95.7%	97.8%	95.6%
Warren County Community Service	100.0%	96.2%	99.0%	98.0%	99.3%	95.7%	96.3%	97.2%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.0%	98.2%	95.9%	90.5%	84.6%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	96.6%	98.1%	97.6%	93.6%	97.8%	97.1%	98.5%	97.3%
Oxford Senior Citizens, Inc.	94.1%	100.0%	100.0%	100.0%	85.7%	100.0%	94.4%	94.4%
Partners in Prime	94.9%	97.3%	96.7%	98.6%	97.5%	94.7%	99.4%	96.7%
Warren County Community Service	99.0%	94.2%	97.2%	95.0%	99.3%	96.3%	98.8%	98.9%

<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>

Butler County ESP

## Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.4%	99.4%	100.0%	99.2%	97.5%	No Data	No Data	No Data
Kemper Shuttle Services	98.6%	100.0%	96.7%	90.0%	94.0%	97.1%	90.0%	88.0%
Meda-Care Transportation, Inc.	91.1%	96.7%	94.0%	99.5%	98.3%	96.7%	97.7%	98.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	96.7%	100.0%
Partners in Prime	99.6%	100.0%	99.5%	99.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	93.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%
Universal Transportation Systems	90.0%	88.1%	89.9%	96.0%	94.7%	75.1%	100.0%	No Data
Valley Transport LLC	88.0%	98.6%	94.0%	95.0%	95.0%	93.5%	90.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	99.0%	96.0%	84.6%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.1%	96.2%	100.0%	95.8%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	88.9%	96.3%	96.0%	95.2%	96.7%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.0%	77.4%	85.7%	96.0%	88.2%	57.9%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	91.7%	88.9%	88.5%	84.4%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	80.0%	84.6%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.4%	100.0%	96.0%	100.0%	100.0%	97.0%	96.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.6%	96.8%	93.1%	100.0%	100.0%	94.7%	100.0%	No Data
Valley Transport LLC	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	93.8%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	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>

## Butler 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%								
½ Historical Standard Deviation: 2.5%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	100.0%	97.0%	96.2%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	96.8%	93.1%	96.0%	100.0%	89.5%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	96.7%	97.0%	96.2%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	96.8%	89.7%	96.0%	100.0%	89.5%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	66.7%	No Data	100.0%	85.7%	66.7%	100.0%
Meda-Care Transportation, Inc.	94.4%	100.0%	96.0%	100.0%	96.7%	97.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	95.7%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Universal Transportation Systems	96.7%	90.3%	96.4%	100.0%	100.0%	68.4%	100.0%	No Data
Valley Transport LLC	60.0%	100.0%	100.0%	91.7%	88.9%	88.5%	90.6%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	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>

Butler County ESP

## Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.7%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	100.0%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	96.8%	96.4%	100.0%	100.0%	83.3%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	96.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	90.0%	100.0%	84.6%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	92.0%	100.0%	96.7%	96.9%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.6%	85.7%	96.0%	88.2%	73.7%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	100.0%	94.4%	92.3%	90.6%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.1%	98.1%	100.0%	97.8%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	77.8%	92.6%	88.0%	100.0%	100.0%	93.9%	96.2%	90.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	76.7%	71.0%	82.8%	84.0%	88.2%	52.6%	100.0%	No Data
Valley Transport LLC	80.0%	92.9%	90.0%	83.3%	94.4%	76.9%	87.5%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	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>

Butler County ESP

## Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	92.6%	96.0%	100.0%	100.0%	97.0%	92.3%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	66.7%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.7%	93.5%	93.1%	96.0%	100.0%	88.9%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	96.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.1%	100.0%	100.0%	97.9%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%	66.7%	80.0%
Meda-Care Transportation, Inc.	83.3%	100.0%	88.0%	100.0%	96.7%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.6%	82.8%	96.0%	82.4%	52.6%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	91.7%	88.9%	96.2%	87.1%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	80.0%	84.6%	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

## Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 25,036 SASIs collected over a two year period from July 1, 2022 through April 30th 2024 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

**SASI Scores Color Coding Legend**

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



## September 2024 Butler County Elderly Services Program / Butler County Citizens for Elderly Services Advisory Council Governance Report

**Governance Committee – New Member.** Welcome, Sherry Lind!

**Departing Advisory Council Member:** Victoria Cheng is having to step down from the Council, creating another vacancy (hospital rep). We thank Victoria for her services to the Advisory Council and wish her well.

**Prospective New Advisory Council Members:** We have reached out to several parties in an effort to recruit members to fill vacancies, as follows:

- **A staff member at Butler Behavioral** (no response) – evaluating other options to pursue in the mental health area.
- **A staff member from the Mental Health and Addiction Recovery Services Board;** they are working on the application at this time. This likely would fill the vacant “Community Representative” slot that is appointed by the Commissioners.
- **A former ESP Care Manager;** they needed time to consider the opportunity before committing. If they accept, we will proceed with a formal application. If they decline we will see if there are any other former CM’s that may be a good fit.
- **An Administrator from a local home health agency** (awaiting response) – potentially to fill the home health agency representative vacancy.
- **A Social Services Supervisor at Kettering Hamilton** (formerly Fort Hamilton) – potentially to replace Victoria as hospital rep. This sounds promising. If this is not successful, we will approach other local hospitals (Atrium, Mercy Fairfield, West Chester, Bethesda Butler, etc.).

### **Recommendation to the Board (Action Needed):**

Appoint Jennifer Heston-Mullins to position of Vice Chair (replacing Sabrina Jewell), effective immediately.



**Butler County Elderly Services Program**  
**Butler County Elderly Services Program Advisory**  
**Council**  
(513) 721-1025 or (800) 252-0155

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Again I am including our current roster –

<b>Name</b>	<b>Representing</b>	<b>Appointed by</b>
Sherrill Swann	Commissioner Appointee	Butler County Commissioners
Shawn Cowan	Commissioner Appointee	Butler County Commissioners
Jennifer Roth	Commissioner Appointee	Butler County Commissioners
Kevin Kurpieski	Job and Family Services	Butler County Commissioners
Michael Berding	Community Representative	Butler County Commissioners
Nancy Williams	Community Representative	Butler County Commissioners
Sherry Lind	Community Representative	Butler County Commissioners
<b>Vacant</b>	<b>Community Representative</b>	<b>Butler County Commissioners</b>
John McCarthy	Council on Aging	Elderly Services Advisory Council
Jennifer Heston-Mullins	Scripps Gerontology Center	Elderly Services Advisory Council
Laura Lacy	Nursing Homes	Elderly Services Advisory Council
Emily Liechty	Senior Centers	Elderly Services Advisory Council
<b>Vacant (Victoria Cheng)</b>	<b>Hospital Representative</b>	<b>Elderly Services Advisory Council</b>
<b>Vacant</b>	<b>Physicians</b>	<b>Elderly Services Advisory Council</b>
<b>Vacant</b>	<b>Home Health Agency</b>	<b>Elderly Services Advisory Council</b>

Respectfully submitted,

Kevin Kurpieski, Governance Committee Chair, 9/3/24

**APPLICATION  
ADVISORY COUNCIL**

**BUTLER COUNTY CITIZENS FOR ELDERLY SERVICES, INC.**

Date: 9/3/2024

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Brown, Cara C. 3428 Harley Road Oxford, Ohio 45046  
**Name (Last, First, Middle) Address (Number, Street, City, County, Zip)**

513-264-4136 513-860-8384  
**Home Phone Work Phone Fax # Preferred Mailing Address**  
Home  Work

Butler County Mental Health and Addiction Recovery Services Board 5963 Boymel Drive Fairfield, Ohio 45014  
**Employer Employer's Address**

Director of Addiction Services  
**Occupation**

**Do You have E-mail :** Cara.brown@bcohio.gov

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**Educational History:**

<b><u>Name and City of School:</u></b>	<b><u>Year Graduation</u></b>	<b><u>Degree</u></b>
<b>High School</b> ___ Fairfield High School _____	2010_____	HS Diploma_____
<b>College</b> ___ Miami University_____	2013_____	BA in Family Studies_____
<b>Other</b> ___ Miami University_____	2016_____	MA in Social Work_____
<b>Other</b> _____		

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**Employment History:**

<b><u>Name, Address, (Start with most recent)</u></b>	<b><u>Date</u></b>	<b><u>Position Held</u></b>
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**SEE ATTACHED RESUME**

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**Past & Present Community Affiliation:**

Current – Kerusso Baptist Church

**Why are you interested?**

I am interested in serving as a community representative on the Elderly Services Advisory Council as services for this population are something I feel passionate about. I feel this population is often overlooked and underserved. I would like to be part of a council advocating to further these needed services.

**Special Skills & Competencies:**

In-depth knowledge on past and current mental health and substance use issues concerning the elderly population.

**FOR COUNCIL USE ONLY**

**Date** \_\_\_\_\_

**Recommended for**

**Nomination By:** \_\_\_\_\_

Fill Unexpired Term of: \_\_\_\_\_  **New Term**

**Application:**  **Approved**  **Rejected**  **No Action**

**Notes:** \_\_\_\_\_

Please return application to: Kevin Kurpieski (phone 513-887-4099)  
Fax: 513-785-5969  
Email: [kevin.kurpieski@jfs.ohio.gov](mailto:kevin.kurpieski@jfs.ohio.gov)  
Mailing: 157 Carson Rd.  
Monroe, OH 45050

**Cara C. Brown MSW, LISW-S, LICDC**  
**3428 Harley Road**  
**Oxford, Ohio 45056**  
**513-264-4136**  
[brownc0125@gmail.com](mailto:brownc0125@gmail.com)

### **SUMMARY OF QUALIFICATIONS**

- Green Belt in Lean Six Sigma
- Clinically training and supervising employees
- Trained in Trauma Responsive Care (TRCC)
- Trained in Crisis Prevention Intervention (CPI)
- Trained in Prevention of Child Abuse and Neglect
- Trained in Dialectical Behavioral Therapy (DBT)

### **PROFESSIONAL EXPERIENCES**

#### **Butler County Mental Health & Addiction Recovery Services Board** **Director of Addiction Services (May 2024 – Present)**

- Provides clinical review and consultation to all Board contract agencies
- Conducts contract agency audits
- Co-leads in the management and implementation of the Board's quality improvement plan, both internal and external
- Coordinates professional services provided by contract agencies for persons with alcohol and/or drug addictions
- Assists and maintains responsibility for addiction treatment, program planning, and evaluation of contract agency addiction recovery services

#### **Mercy Fairfield Hospital**

##### **Social Work Case Manager (December 2021- May 2024)**

- Assess, anticipate and plan for patients discharge needs and post-hospitalization care.
- Provide appropriate support to patients, family and staff to ensure appropriate discharge needs are met.
- Advocate for underserved populations to ensure quality care is provided for post-discharge services and maintain accurate documentation for a fast-paced hospital case load.
- Clinically supervise and train current employees seeking their independent licensure.
- Clinically supervise and train graduate student social worker placement.
- Collaborate with multidisciplinary team to ensure level of care transitions are smooth and efficient.
- Maintain positive communication with community agencies and referral sources for best patient care outcomes.

#### **Sojourner Recovery Services**

##### **Director of Outpatient Services (July 2021-December 2021)**

- Responsible for managing and supervising all outpatient clinicians, drug court clinicians and the outpatient clinical supervisor.
- Provided administrative support for clinical outpatient staff and assessment team; responsible for managing access to care, staff schedules, and fidelity of services.
- Clinically supervised and trained employees to ensure quality services were being provided to clients and staff.
- Monitored quality trends and implementation of quality improvement initiatives.



- Ensured practice was operating in accordance with accreditation, certification and licensing and regulatory standards.

### **Primary Health Solutions**

#### **Behavioral Health Provider (March 2020-July 2021)**

- Collaborated with agency staff and community service providers to coordinate referrals and delivery of services, provided crisis interventions and completed discharge plans.
- Assessed patients, diagnosed, provided clinical services and treatment planning to coordinate care of mental health concerns.
- Participated in committee activities and collaborated with community members and agencies to advocate for care of underserved populations. Participated in Quality Improvement and Risk Management activities.
- Clinically supervised and trained employees seeking their independent licensure.

### **Butler County Educational Service Center**

#### **Mental Health Consultant (July 2017-March 2020)**

- Developed, piloted and oversaw mental health programming for the Head Start Program in Butler and Preble County.
- Assessed students for mental health concerns and developed intervention/behavioral plans to assist the student in learning the skills they were lacking.
- Served as a liaison for teachers, staff and families in promoting the healthy social-emotional development of students.
- Collaborated with and engaged community mental health partners to service the students and families social-emotional needs.
- Collected and reported on assessment data to show the growth of the student, families and program.
- Trained and supervised mental health interns for career development and growth in program management capabilities.

### **Atrium Medical Center**

#### **Social Worker in Behavioral Health (May 2016-July 2017)**

- Completed Psychosocial Assessments on patients to identify needs and provide continuity of care.
- Assessed patients for chemical dependency and provided resources and education to foster success.
- Lead group therapy to help patients develop positive coping skills and to gain insight into negative thoughts and actions.
- Conducted 1:1 therapy/coaching to help patients develop and implement goals and strategies to attain those goals through informed decision making,
- Facilitated family interaction to ensure optimum patient care and established positive supports for the patient.

### **Education**

#### **Master of Arts in Social Work**

May 2016  
Miami University  
Member of the Phi Alpha Honor Society

#### **Bachelor of Science in Family Studies**

December 2013  
Miami University  
Achieved Dean's List honors

### **Licensure**

Licensed Independent Social Worker with Supervisor Designation (MSW, LISW-S)  
Licensed Independent Chemical Dependency Counselor (LICDC)

**APPLICATION  
ADVISORY COUNCIL**

**BUTLER COUNTY CITIZENS FOR ELDERLY SERVICES, INC.**

Date: **9/3/2024**

**Simpson, Amy**

**411 Brookwood Ave Hamilton, OH 45013**

Name (Last, First, Middle)

Address (Number, Street, City, County, Zip)

**317-989-8408**

**513-896-8782**

Home Phone

Work Phone

Fax #

Preferred Mailing Address

Home

Work

**Kettering Health Hamilton**

**630 Eaton Ave Hamilton, OH 45013**

Employer

Employer's Address

Social Work

Occupation

Do You have E-mail :[amy.simpson@ketteringhealth.org](mailto:amy.simpson@ketteringhealth.org)

Educational History:

**Name and City of School:**

**Year Graduation**

**Degree**

High School \_\_\_ Greenwood High School \_\_\_ 2006 \_\_\_

College \_\_\_ Valparasio University \_\_\_ 2010 \_\_\_ BSW \_\_\_

Other \_\_\_ IUPUI \_\_\_ 2011 \_\_\_ MSW \_\_\_

Other \_\_\_\_\_

Employment History:

**Name, Address, (Start with most recent)**

**Date**

**Position Held**

**Kettering Health Hamilton** Jan 2015-present **Social Work Team Lead**

**CICOA In-Home Solutions** Sept 2011-Jan 2015 **Care Coordinator**

Past & Present Community Affiliation:

G/ESP/ESP Board/ Application

9/9/2024

No formal involvement since moving to Ohio in 2015. I served as a Board of Directors for the SON Foundation in Indianapolis, IN from 2013-2015

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**Why are you interested?**

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Work frequently with APS and Elderly Services

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**Special Skills & Competencies:**

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**FOR COUNCIL USE ONLY**

**Date** \_\_\_\_\_

**Recommended for Nomination By:** \_\_\_\_\_

Fill Unexpired Term of: \_\_\_\_\_  **New Term**

**Application:**  **Approved**  **Rejected**  **No Action**

**Notes:** \_\_\_\_\_

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Please return application to: Kevin Kurpieski (phone 513-887-4099)  
Fax: 513-785-5969  
Email: [kevin.kurpieski@jfs.ohio.gov](mailto:kevin.kurpieski@jfs.ohio.gov)  
Mailing: 157 Carson Rd.  
Monroe, OH 45050



4601 Malsbary Road  
Blue Ash, OH 45242  
(513) 721-1025  
(800) 252-0155  
[www.help4seniors.org](http://www.help4seniors.org)

**Budget Highlights  
For the Butler County Elderly Services Program  
For the Program Year January 1, 2025 – December 31, 2025**

**Client Census:**

- Program year 2024 – we have been managing the enrollment, only enrolling older adults at highest risk in order to lower program expenses. It is projected to end the year with a census of 2,680 clients being served monthly. This represents a net decrease in growth of 446 clients (or 16.6%) for the year. We estimate total clients served to be 4,014.
- Program year 2025 – we will need to continue lowering the client census to 2,456. The reduction is needed to reduce spending in the program. Total clients served during the year is estimated to be 3,568.

**Tax Levy Revenue:**

- The amount of Tax levy money needed in 2025 is \$13.0 million, which is an increase of \$392,026 or 3.1% when compared to the 2024 projected spending.

**Client Co-payment:**

- Are budgeted to be \$223,497, which is lower than our current amount of \$252,838 for 2024.

**Client Donations:**

- Donations are collected for home delivered meals. Donations are budgeted to be \$10,646 for 2025 which is a decrease as compared to \$12,950 projected for 2024.

**Interest Income:**

- Is budgeted to be \$62,722, which is lower than our current projected amount of \$77,194 for 2024.

**Title III and State Funding:**

- Traditional Title III and Alzheimer's funding are expected to remain at last year's award amounts. The one time Federal ARPA revenue is ending September 2024 which is why there is a reduction of \$414,435 from 2024.

**Provider Services:**

- The budget for provider services assumes no change to the current service package. We are projecting a decrease of 7.6% in this category when compared to current spending projections. We are expecting growth in home care, laundry service and consumer directed care, serving a backlog of clients who are enrolled but waiting on a provider with available staffing. We are also seeing a loss in funding for in home services due to the ending of Healthy Aging funding of \$910K in 2024

**Intake & Assessment:**

- Spending is projected to grow to \$369,323 in 2025, which is an increase of \$31,087 (or 9.2%) from 2024 projected spending. Budget amount is from the 2025 Budget submitted by LifeSpan.

**Care Management:**

- Budget amount is based on a per member per month rate (PMPM) in our contract with Lifespan. The rate for 2025 will be \$73.93. This is calculated by multiplying the rate times the client census times 1% for any half-month billing.

**FastTrack Home/Care Transitions:**

- This program was added in the beginning of 2024 which was funded by Healthy Aging money through September of 2024. The budget amount reflects the staffing needs based on the number of clients in the program.

**COA Administration:**

- Budget amount is based on a 7% rate of the combined services of intake, care management, FastTrack Home, and provider services. COA's contract with Butler County was renewed with an expiration date of 9/30/2027.

**Butler County Elderly Services Program  
Draft Budget  
January 1, 2025 - December 31, 2025**

			<u>% Change</u>		
	<u>2025 Proposed Budget</u>	<u>2024 Budget</u>	<u>2024 Projected</u>	<u>2025 Budget to 2024 Budget</u>	<u>2025 Budget to 2024 Projected</u>
<b>Revenue</b>					
<b>Butler County Levy</b>					
Levy Appropriations	\$ 13,057,332	\$ 12,532,988	\$ 12,665,306	4.2%	3.1%
<b>Total County Levy Funding</b>	<u>13,057,332</u>	<u>12,532,988</u>	<u>12,665,306</u>	<u>4.2%</u>	<u>3.1%</u>
Client Co-Payment	223,497	242,958	252,838	-8.0%	-11.6%
Client Donations	10,646	9,308	12,950	14.4%	-17.8%
Title III and State Funding	355,896	705,223	770,331	-49.5%	-53.8%
Interest Income	62,722	66,669	77,194	-5.9%	-18.7%
<b>Total Revenue</b>	<b><u>\$ 13,710,094</u></b>	<b><u>\$ 13,557,146</u></b>	<b><u>\$ 13,778,619</u></b>	<b><u>1.1%</u></b>	<b><u>-0.5%</u></b>
<b>Expenses</b>					
<b>Client Services</b>					
Intake & Assessment	\$ 369,323	361,512.00	\$ 338,236	2.2%	9.2%
Care Management	\$ 2,440,768	2,736,418.00	2,657,753	-10.8%	-8.2%
Fast Track -	\$ 128,282	68,510.00	109,565		17.1%
Provider Services	\$ 9,874,799	10,450,385.00	10,682,588	-5.5%	-7.6%
Healthy Aging Grant	\$ -	(942,112.89)	(910,927)		
<b>Total Client Services</b>	<u>12,813,172</u>	<u>12,674,712</u>	<u>12,877,214</u>	<u>1.1%</u>	<u>-0.5%</u>
<b>COA Administration</b>	<u>896,922</u>	<u>882,434</u>	<u>901,405</u>	<u>1.6%</u>	<u>-0.5%</u>
<b>Total Expenses</b>	<b><u>\$ 13,710,094</u></b>	<b><u>\$ 13,557,146</u></b>	<b><u>\$ 13,778,619</u></b>	<b><u>1.1%</u></b>	<b><u>-0.5%</u></b>

**Average Daily Census for 2025 is projected to decrease by 8.4% from 2024 year end Projections  
A 2% contingency is added to account for deviations in client enrollment and cost assumptions.**

**ELDERLY SERVICES PROGRAM (ESP<sup>SM</sup>)**

**TRANSPORTATION SERVICE SPECIFICATION**

**2024**

**EFFECTIVE September 2024 (BCESP)**

ELDERLY SERVICES PROGRAM

TRANSPORTATION SERVICE

SPECIFICATION

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## TRANSPORTATION SERVICE SPECIFICATION

### 1.0 OBJECTIVE

- 1.1 Medical Transportation is a service designed to enable a client to gain access to medical appointments specified by the client's plan of care when medical transportation is not otherwise available or funded by state plan Medicaid or any other source. Whenever possible, clients must use family, neighbors, friends or community agencies to provide this service.
  - (a) Transportation may be provided to the pharmacy after the completion of a medical appointment.
  - (b) Transportation services are not provided when a client has been under anesthesia or when a client is being admitted to or discharged from a hospital or rehabilitation facility.
- 1.2 Non-Medical Transportation transports clients to local community resources or services which are integral to living independently in the community through the use of a provider's vehicle and driver. Service may be provided into contiguous counties.
  - (a) Trips that are unallowable are trips to adult entertainment, casinos, and establishments to purchase alcohol, tobacco, and marijuana.

### 2.0 UNIT OF SERVICE

- 2.1 A unit of service is a "one-way" trip.
- 2.2 The unit rate is the price quoted for the "one-way" trip.
- 2.3 The unit rate must include, but not be limited to, all administrative costs, training and other costs associated with maintaining a fleet of vehicles.
- 2.4 Additional units require prior authorization from Care/Case Management.
- 2.5 Transportation of a companion/assistant with advance notice to the provider is to be accommodated with no cost for the companion/assistant.



### **3.0 PROVIDER REQUIREMENTS**

Provider requirements include the following:

- 3.1 The Provider must furnish evidence of a service back-up plan to provide service when a driver is unavailable or when a vehicle becomes disabled.
- 3.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.10.1 of the Ohio Revised Code.
- 3.3 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.
- 3.4 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 3.5 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the state highway patrol, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in Appendix A of this rule, as applicable to the vehicle inspected.
- 3.6 The Provider must assure that all vehicles are easily identifiable with the Provider's name.
- 3.7 The Provider must assure that all vehicle drivers have identification badges or uniforms identifying them as employees of the Provider.
- 3.8 Service Delivery
  - (a) Assist in transfer of the client, as necessary, safely from client's door to the vehicle and from the vehicle to the street level entrance of the destination point. The driver must perform the same transfer assist service when transporting the client back to the client's residence. All hands-on escorting of all passengers including entry and exit of the vehicle must be done in compliance with training received.
  - (b) Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in Appendix B on a daily basis.

- (c) Transfers of a passenger who remains in a wheelchair must be conducted in a safe manner.
- (d) All transportation providers/drivers are expected to arrive at the pick-up/drop-off location at the predetermined time with the correct vehicle type. All transportation services are expected to have on time arrivals and departures. Acceptable limits for the service are +/-10 minutes.
- (e) There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.
- (f) Transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action.

3.9 The Provider must maintain documentation for each episode of service delivery that includes

- (a) A description of the service provided
- (b) The date
- (c) The location of the pick-up
- (d) The time of the pick-up
- (e) The location of the delivery
- (f) The time of the delivery
- (g) The name and signature of the driver
- (h) Name and signature of the client to whom transportation services were provided.

*An exception to the requirement for client signature is allowed for Adult Day Service (ADS) transportation Providers who may use the client's signature for attendance in ADS services that includes transportation to and from ADS.*

## **4.0 TRAINING**

- 4.1 The Provider must assure and document in driver's file, prior to transporting clients, that each driver meets all of the following requirements:
  - (a) Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Aging<sup>sm</sup>.
  - (b) Evidence of return demonstration on:
    - (i) Client transfers;
    - (ii) Wheelchair lift operation; and
    - (iii) Restraint application
  - (c) Training on Universal Precautions
- 4.2 Within six months of hire, all drivers must have one of the following passenger assistance training courses:
  - (a) A certificate of completion of the Passenger Assistance Safety and Sensitivity (PASS) Training <https://ctaa.org/pass/>. A refresher course is required every three years thereafter.
  - (b) A certificate of completion of the DRIVE Training <http://www.coaaa.org/cms/education/drive-training>. A refresher course is required every three years thereafter.

## **5.0 DRIVER REQUIREMENTS**

The Provider must maintain documentation that all medical transportation drivers have the following:

- 5.1 At least two years of verified licensed driving experience; and the driver has the ability to understand written and oral instructions and document services delivered.
- 5.2 A current and valid driver's license with fewer than six points against the driver issued under Chapters 4506 or 4507 of the Ohio Revised Code or their equivalent if the operator is a resident of another state;
- 5.3 Assurance that drivers:
  - (a) Maintain a safety checklist that includes items listed in Appendix C of this rule that must be completed by the driver prior to transporting client(s).

- (b) Maintain service logs or trip sheets daily as defined in Section 3.10.
  - (c) Hands-on assistance as outlined in Section 3.8 (a).
- 5.4 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
- 5.5 Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.
- 5.6 Provide the results of a chemical test or tests of the driver's blood, breath, or urine conducted at a hospital or other laboratory licensed by the Ohio Department of Health for the purpose of determining the alcohol and drug content of the applicant's blood, breath and/or urine.

Note: An applicant/employee with a valid ambulance license or EMT/First responder certification is deemed to meet the requirements in Sections 4.0, 5.0, and the ESP Free Database Reviews and Criminal Records Check rules. The Ohio Medical Transportation Board verifies the above requirements every three years.

## **TRANSPORTATION**

### **Appendix A**

#### **Required Annual Inspection Elements for Vehicles. Apply to all vehicles.**

- A. Seating
  1. All seats must be securely fastened to the floor.
  2. No broken tubing or protruding pieces of metal should be around seats.
  
- B. Defrosters and heaters
  1. Must operate as designed.
  2. Heater cores must be clean and free of leaks and obstructions to the flow of air.
  3. Hoses must not have cracks or leaks and must otherwise be in good condition.
  4. Fan guards must be metal or plastic.
  
- C. Windshield wipers/washers
  1. Must operate as designed.
  2. Wiper blades in the vehicle operator's field of vision must be clean.
  3. Wiper blades must not be brittle or badly worn.
  
- D. The floor must be metal and intact without holes.
  
- E. Mirrors
  1. Must have at least one rear view interior mirror that is properly secured and in proper placement.
  2. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
  3. Prismatic lens must be properly installed.
  4. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).
  
- F. Emergency Equipment
  1. Three red reflectors must be stored in the vehicle.
  2. The vehicle must have a five-pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on section 10 of the National Fire Protection Association. The fire extinguishers must be securely mounted near the vehicle operator for easy access.
  3. The vehicle must be equipped with a first aid kit.
  
- G. Brakes
  1. Must be properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
  2. Tail exhaust pipes must be properly secured to prevent dropping on brake lines.

3. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac and hose connections must be free of fluid leaks.
4. Vehicles using air brakes: reservoirs, chambers, valves, connections and lines must be free of air leaks.
5. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
6. All moisture ejection valves must be free of leaks and in proper working order.

#### H. Emergency Brake

1. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
2. If the emergency brake is located on the drive shaft, the brakes shall:
  - a. Hold the vehicle in parked position;
  - b. Be properly mounted; and,
  - c. Have cables that are properly lubricated and not hazardously worn.

#### I. Steering Gear

1. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.
2. The steering gear assembly, power steering unit, brackets and mounting bolts must be securely fastened.
3. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
4. Tie rod ends must function properly.
5. Tires must not rub any chassis or body component in any position.

#### J. The horn must operate as designed

#### K. Windshield/windows

1. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
2. Plexiglas may not be used to replace safety glass.

#### L. Emergency Door (Applicable to Bus-Type Vehicles)

1. The door must be able to open to its maximum width without catching or binding.
2. All handles must be permanently installed.
3. Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
4. The safety buzzer must operate as designed and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
5. The door must be free of temporary or permanent obstructions.
6. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.

#### M. Springs/Shocks Must Be Intact and Properly Mounted

N. Tires

1. Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.
2. Retread tires should not be located on the steering axle.
3. Must be free of irregular wear, cuts, bruises, and breaks.
4. Must be balanced and in proper alignment.
5. All lugs must be present and fitted tightly on tires.
6. All tread types must match mated tires.

O. Exhaust System

1. Must be intact and operating as designed.
2. All pipe and muffler joints must be properly welded or clamped.
3. Exhaust manifolds must be free of cracks and missing bolts.

P. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

Q. The vehicle body condition must be intact and free of broken parts that can cause injury.

R. Gas Tank:

1. Must be free of rust/damage and /or leaks.
2. Must be securely mounted.

S. The seating area and aisle must be free of debris.

## **TRANSPORTATION**

### **Appendix B**

#### **Required Daily Wheelchair Lift Inspection Elements**

For each day services are provided, Providers must complete and document an inspection of the wheelchair lift prior to any client serviced that day according to these specifications:

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift is properly secured to the vehicle when stored.
8. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift any time repairs are necessary.



**TRANSPORTATION**  
**Appendix C**

**Required Vehicle Safety Checklist Elements**

**Vehicle ID:**

**Odometer:**

**Date:**

**Interior:**

Clean Appearance  
Seats (tears, loose armrests, etc.)  
Seat Belts  
Wheelchair Restraints  
Wheelchair Lift Ramp (good condition & secure)  
Cargo Barriers (secure & in place)  
Floor Coverings (safe & clean)  
Electrical/Mechanical:  
Brakes  
Heater/Air Conditioning/Defroster  
Horn  
Gauges (oil, fuel, temperature, etc.)  
Two-way communication device  
Windshield wipers & washers  
Jack & tire tools  
Emergency Brake  
Lights:  
    Headlights: high & low beams  
    Taillights, Marker Lights Brake  
    Lights  
    Turn Signals (front and rear)  
    Backup Lights  
    4-Way Hazard (front and rear)  
    License Plate Light  
    Interior Lights

**Exterior:**

Identification of Provider name  
No Body Damage  
Clean Appearance  
Mirrors (Adjusted and Clean)  
Windows (Clean)  
Doors (Operable from In/Outside)  
Door Locks (Operable)

**Winter:**

Shovel  
Non-Corrosive Traction Material (sand or clay litter)  
Blankets

**Fluids:**

Engine Oil  
Brake Fluid  
Engine Coolant  
Power Steering\*  
Automatic Transmission\*  
Fuel  
Windshield Washer  
Battery

**Belts & Hoses:**

Fan  
Alternator  
Heater Hose  
Radiator  
No Leaks under Vehicle

**Tires:**

Inflation  
Wear  
Sidewall or Tread  
Damage  
Spare

**Emergency Equipment Available:**

Biohazard Kit  
First Aid Kit  
Flares or Reflector Triangles  
Fire Extinguisher

*\*Must Be Checked At Operating Temperature*