

AGENDA

CCESP Advisory Council Meeting

September 17, 2024, at 9:00 am – 10:30 am

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

Entrance B, Community Room A

<https://zoom.us/j/99877389440?pwd=kBXMPZDb9fGc87agRtxBKho7c9jwxO.1>

Meeting ID: 998 7738 9440

Passcode: 363710

Join by Phone: 1-646-931-3860

CALL TO ORDER	Nicole Rodman
APPROVAL OF MINUTES <ul style="list-style-type: none">❖ June 18, 2024, Minutes (Action Needed)	Nicole Rodman
QUARTERLY REPORTS <ul style="list-style-type: none">❖ Program Dashboard & Financial Report❖ Program Update Report<ul style="list-style-type: none">○ Copay Evaluation Update○ HUD Grant○ HDM Star Ratings○ Senior Center Grant❖ Provider Quality Report	Ken Wilson & Ronnie Spears Lisa Portune & Ken Wilson Lisa Portune
OLD BUSINESS	
NEW BUSINESS <ul style="list-style-type: none">❖ Draft 2025 Budget (Action Needed)❖ Community Engagement<ul style="list-style-type: none">○ Outreach Events	Ronnie Spears Haley Allgood
HEARING THE PUBLIC	Nicole Rodman
ADJOURNMENT	Nicole Rodman

NEXT MEETING: December 3, 2024

MINUTES
CCESP ADVISORY COUNCIL MEETING
TUESDAY, JUNE 18, 2024 @ 9:00 A.M.

ATTENDANCE

Members Present: Gene Breckel, <i>in person</i> Ray Camp, <i>in person</i> Stella Cramer, <i>in person</i> Donald Gephart, <i>in person</i> Tim Hawk, <i>in person</i> Nicole Rodman, <i>in person</i>	COA Staff: Haley Allgood Nan Cahall Lisa Portune, <i>virtual</i> Ronnie Spears Ken Wilson	Guests:
Excused: Bob Baker Sue Caplinger	Facilitator: Nicole Rodman	Scribe: Christina Adams
Absent:		

CALL TO ORDER / WELCOME

The June 18, 2024, meeting of the CCESP Advisory Council was called to order by Nicole Rodman, Chair, at 9:02 a.m.

APPROVAL OF MINUTES

Nicole Rodman called for a motion to approve the March 19, 2024 CCESP Advisory Council meeting minutes.

Motion: Gene Breckel made a motion to approve the March 19, 2024 minutes as presented.

Second: Stella Cramer seconded the motion.

Action: The March 19, 2024 minutes were unanimously approved as presented.

QUARTERLY REPORTS

Program Dashboard & Financial Report

Ken reviewed the Program Dashboard (please see handout for full details). This covered the first quarter (Jan-Mar 2024). The cost per client has gradually decreased to \$331.87. Two factors that contributed to this decrease was a drop in the unit rate for some services, and the federal HUD grant is helping to offset some of the home modification expenses.

Fast Track Home (FTH) serves individuals returning home from a hospital or nursing facility stay. FTH enrollment was down in the first quarter due to position turnover. The individual working with Clinton Memorial Hospital resigned and has since been replaced.

At the end of March, there was a slight increase in the number of people who were waiting for a home care provider. This was due to the provider, Heavenly Helpers, terminating their contract. At the end of March, there were 18 individuals who were not matched with a provider. As of June 17, that number is

down to 3. This is very low compared to other counties.

There was a drop in the client satisfaction rate for home delivered meals. Work is under way to improve the quality of the meals.

Nicole asked why clients have been dissatisfied with home delivered meals. Ken stated that it is mainly regarding the choice of the meals.

Ronnie shared the Financial Report (please see handout for full details). These are actuals for the first quarter (Jan-Mar 2024) along with projections for the remainder of the calendar year. There were no questions or concerns. We are projecting to be under the tax levy appropriations budget by \$131,674. Use of levy funds has been offset from state and federal dollars received. This is our last year of ARPA funding. Purchased services are under budget by \$171,654. This is mainly due to home care services and minor home modifications coming in under budget. The HUD grant offset the use of levy dollars for minor home modifications.

Ronnie gave an update on a question that had been raised at a previous meeting regarding Star Ohio. We do not qualify for Star Ohio as it is intended for government entities such as municipalities, school districts, etc.

Gene commented about HUD requirements for home modifications mentioned in the March minutes. Ken shared that this has been resolved. COA pushed back on some of these requirements, and HUD has made accommodations which has made the home modification process much smoother.

Nicole asked if we know the number of clients who have been served through the HUD grant. Ken stated that we are hitting the HUD targets for the number of individuals that we want to serve. He is going to share the dashboard with this information at the next meeting. Ken also mentioned he had intended to bring the HUD flyer to share at the meeting. This will be emailed.

Action: Ken to share HUD grant dashboard at the next meeting.

Action: Ken will email the HUD flyer that provides information about the home modification program.

Five-Year Levy Projections

Ronnie shared the five-year levy projections. We are projecting to draw down less levy dollars than projected. Healthy Aging dollars, received from the Ohio Department of Aging, offset levy expenditures by \$154,998. As of invoices through May, we have spent about half of the Healthy Aging dollars. These one-time dollars must be spent by the end of September. At the end of this five year cycle (2027), we project a levy fund balance of \$1,376,695 which is five to six months of levy expenditures.

Ken added that at the beginning of the cycle, the levy fund balance was far lower than we would ever want to be. We were concerned at the end of 2022 that we would run out of cash before the new levy funds were available. The levy allowed us to replenish the funds to a healthy balance. We are currently in a healthy financial position with the levy fund balance.

Nicole asked if our spending is similar to JFS where it follows state fiscal year, federal fiscal year, calendar year. Ken responded that the federal funding is on federal fiscal year, the state funding is on the state fiscal year, and the levy funding is on the calendar year.

Program Update Report

Lisa provided an overview of the Program Update Report (see handout for full details). She provided additional information regarding Heavenly Helpers whose contract was terminated on July 5, 2024. A billing audit was conducted due to billing inconsistencies and found they owe Clinton County \$872.31. Since completion of this report, further review was conducted and found Heavenly Helpers now owes less funding although the final reconciliation is not complete. Lisa added that each time sheet was reviewed. The provider was not using their electronic billing system correctly which led to the issue.

Electronic Monitoring Systems RFP Update

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 Clinton County over the five-year contract are expected to be \$105,137. This is based on 329 clients using the system. Ken shared that this savings is due to volume purchasing across four counties. Lisa added that because Guardian Medical Monitoring is our current provider, there will not be a cost to remove equipment and install new equipment. This saves case manager and internal resource time.

Senior Farmers Market

Lisa shared an update on the Senior Farmers Market Nutrition Program. The Ohio Department of Aging is piloting an electronic model this year to improve efficiency. One of the challenges with this move to an electronic model is that the client must have an email address. Many older adults share an email address with someone in their home. Each individual must have a unique email address. In this case, COA is assisting individuals get signed up to receive a physical card in place of having it on their smartphone. Our ADRC team assists individuals in completing the application if needed. Ken added that the implementation has been challenging and has delayed individuals getting to use their benefits at the farmers markets while they are in their peak season. Lisa noted that individuals will be able to use their benefits into the fall season.

Senior Center Grant Update

Lisa gave an update on the on the Clinton County Community Action Program and New Vienna Senior Center projects that were made possible through the grant. The projects have been completed. A picture of the flooring installed at the Clinton County Community Action site was provided. Lisa will share photographs and comments from the New Vienna Senior Center project at the next meeting. Both centers are very thankful to have been rewarded the grant money for these projects.

OLD BUSINESS

There was no old business to report.

NEW BUSINESS

Community Engagement

Haley shared events that have been attended since the March meeting. In April, CCESP attended a lunch at New Vienna Community Center to provide information about the HUD grant and to sign individuals up for utility assistance.

Two CCESP team members gave a presentation to occupational therapy students at Wilmington College. They provided information about CCESP and the resources that are available to the community.

Also in April, CCESP attended the annual Chamber of Commerce luncheon to provide information about COA.

CCESP continues to attend the quarterly Community Care Hospice networking meetings. They will be presenting at the next meeting in August or September.

CCESP recently attended the Senior Awareness Fair at the Community Action Center.

On July 2nd, CCESP will be presenting at the Port William Senior Center.

CCESP has been invited to attend Community Action's Social Services Forum on July 18.

CCESP has partnered with the Chamber of Commerce for their Chamber on the Move. They will be set up in the Wilmington COA office in August.

Nan asked when the farmers market event will be taking place. Haley is going to check the date.

Annual Report

Ken reviewed the 2023 Clinton County ESP Annual Report (please see handout for full details).

Highlighted in the report are activities that have taken place over the last year, which include use of the HUD grant, utilizing the Healthy Aging grant along with client success stories. This report provides information about the ESP program and the impact that it has on Clinton County.

Nan provided an update on plans for community outreach. Talking points will be provided to those volunteers who will do a presentation to local government or community groups to share information about the ESP program and its impact on the community. Areas of focus include the Wilmington Chamber of Commerce, Wilmington City Council, the Village of Blanchester, Village of Sabina, Village of Port William, and the Village of New Vienna.

Nan has asked for volunteers to present at these locations before the end of the year. Presentations will be approximately five minutes to share how the levy supports the Elderly Services Program along with the program benefits to the community. Ken added that the presentations are intended to be educational and relatable as most have experienced caring for an older adult and know the challenges that are associated.

Don encouraged those who will be doing a presentation to be familiar with the stories in the annual report and to be prepared to share those success stories as people will relate and remember stories.

Nan added that the number of clients being served in each local community will also be provided with the talking points.

Nicole commented that Autumn Years Nursing Center in Sabina closed. She stated most clients were long term care but asked if any CCESP clients were impacted. Haley was not aware of any impact on CCESP clients.

Don shared that Blanchester's population is mainly older adults. They have found that the emergency alert sirens are not working. They have worked with the EMA who can provide weather radios. They also suggested that a weather/emergency alert app is put on a cell phone, but many older adults do not have a smartphone. The fire department is getting quotes for seven new alarms which the utility department will install. They are working on getting the funding for the alarms to ensure the community is aware of severe weather, etc.

Don also shared information about a company called Balance in Motion in Milford, which offers preventative and extended therapy programs to aging adults. These programs are intended to promote

independence and prevent falls and atrophy. Don has asked the owner if she would be open to providing classes in Clinton County. Ken added that he will connect our wellness coordinator with this organization.

Balance in Motion website: <https://balanceinmotion.com>.

Action: Ken to connect COA wellness coordinator with Balance in Motion contact.

Nicole asked how the technology classes offered at Community Action were going. Stella shared that the classes are going great, and they are offering individual sessions for those having issues. Ray added that a contractor was hired who teaches the classes.

HEARING THE PUBLIC

No one from the public was present.

ADJOURNMENT

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

Motion: Don Gephart made a motion to adjourn the meeting.

Second: Stella Cramer seconded the motion.

Action: The meeting was adjourned at 10:04 a.m.

NEXT MEETING

September 17, 2024



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



Clinton 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 -4 clients (from 448 to 444) or -0.89%.
- B. Compared to last quarter (Quarter 1, 2024), census decreased by -13 client (from 457 to 444) or -2.84%.

2. Fast Track Home

- A. Average length of stay has increased by 4 days compared to Quarter 1, 2024 (from 56 to 60).
- B. New Enrollments had no change from Q1, 2024 to Q2, 2024 (remaining at 14).
- C. Total clients who transferred to ESP from FTH decreased by -1 client from Quarter 1, 2024 (from 5 to 4).

3. Financials

- A. Total Levy Revenue: The amount projected to be drawn down from the levy is \$1.7 million in 2024 as of the second quarter, as compared to the budgeted amount of \$1.9 million. The variance as compared to budget is under by \$193,992 or 10.2%.
- B. Total Expenses: The projected expenses are \$1.9 million as compared to \$2.1 million in the budget. The variance as compared to budget is under by \$238,831 or 11.4%.
- C. Purchase Services: The expense for in home services was lower by \$181,351 or 11.6% as compared to budget.



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

Quarter-End Census by Program

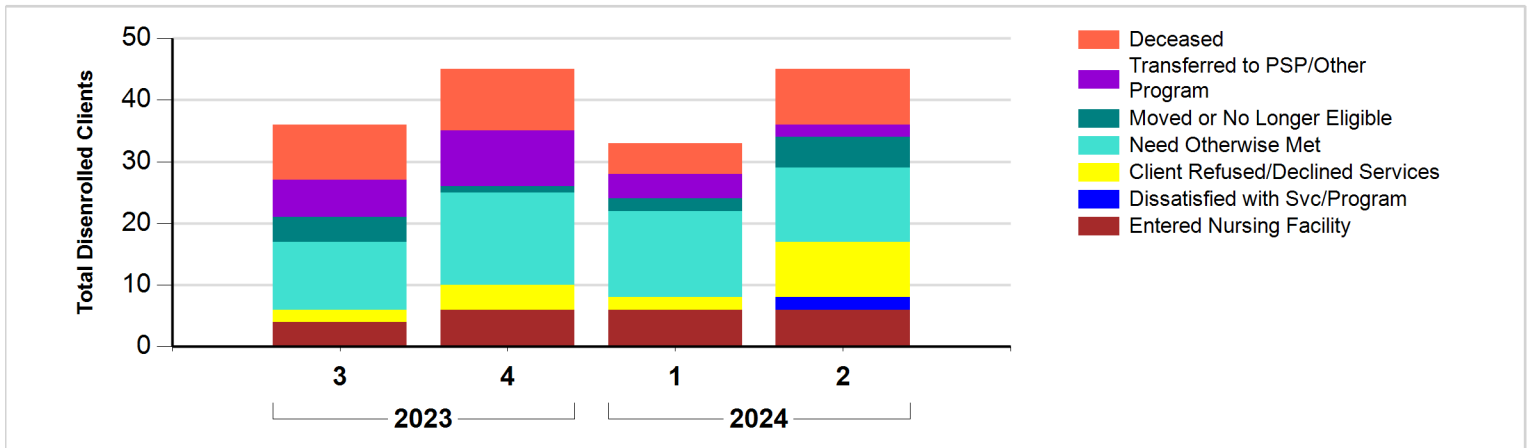
Year	2023		2024	
Quarter	3	4	1	2
ESP	460	456	457	444
FTH	9	12	10	10
Medicaid Programs	155	157	143	145
Passport	19	21	14	16
Assisted Living	0	1	0	2
Molina	63	59	56	58
Aetna	73	76	73	69

Quarter-End Census, New Enrollments, and Disenrollments¹

Year	2023		2024	
Quarter	3	4	1	2
Quarter-End Census	460	456	457	444
New Enrollments	51	38	32	34
Disenrollments	36	45	33	45

Disenrollment Outcomes

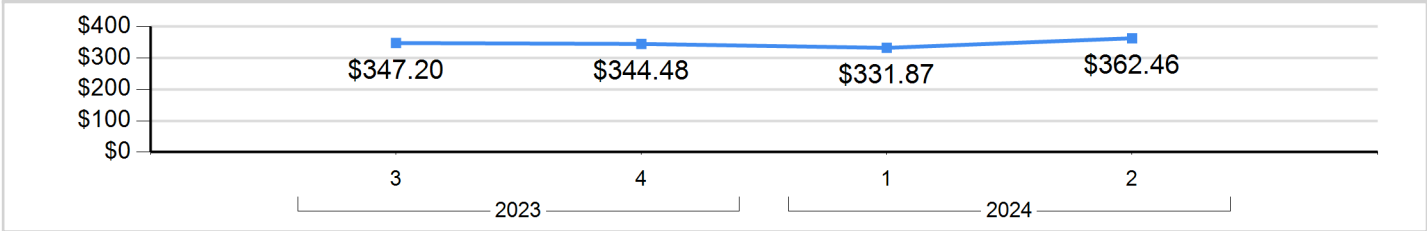
Year	2023		2024	
Quarter	3	4	1	2
Client Refused/Declined Services	2	4	2	9
Deceased	9	10	5	9
Dissatisfied with Svc/Program	0	0	0	2
Entered Nursing Facility	4	6	6	6
Moved or No Longer Eligible	4	1	2	5
Need Otherwise Met	11	15	14	12
Transferred to PSP/Other Program	6	9	4	2
Total	36	45	33	45





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

Average Monthly Cost per Client¹



Distinct Clients Served by Service Group¹²

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	17	18	21	27
Electronic Monitoring	254	260	271	248
Home Care Assistance	248	271	263	266
Home Delivered Meals	181	176	171	164
Home Medical Equipment	21	21	19	17
Home Modification	10	2	3	1
Other Services	4	3	2	1
Transportation	17	7	13	16
All Services (Unduplicated)	451	462	458	446

Units Billed by Service Group¹² *Please see the notes page for unit of measure descriptions by service.*

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	1,519	1,850	1,499	2,158
Electronic Monitoring	787	832	890	918
Home Care Assistance	4,730	5,130	4,639	4,845
Home Delivered Meals	11,078	11,697	10,874	10,714
Home Medical Equipment	21	24	21	17
Home Modification	13	2	3	1
Other Services	7	4	3	2
Transportation	108	39	50	63

Dollars Paid by Service Group (Purchased Services)¹²

Year	2023		2024	
	3	4	1	2
Consumer Directed Care	\$29,140	\$34,889	\$31,046	\$42,704
Electronic Monitoring	\$19,559	\$20,982	\$21,464	\$18,666
Home Care Assistance	\$168,044	\$184,254	\$161,783	\$175,307
Home Delivered Meals	\$152,645	\$120,483	\$119,207	\$117,200
Home Medical Equipment	\$11,146	\$4,287	\$10,475	\$7,813
Home Modification	\$12,360	\$1,055	\$4,250	\$90
Other Services	\$4,470	\$2,970	\$3,000	\$300
Transportation	\$9,388	\$3,214	\$5,375	\$5,928
All Services	\$406,752	\$372,134	\$356,600	\$368,008

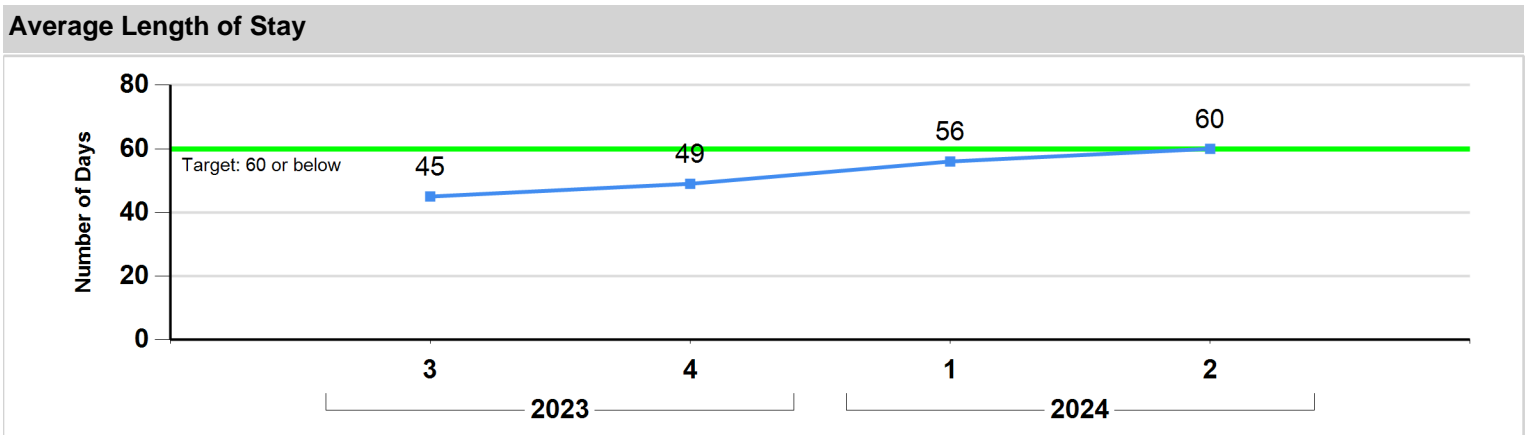
¹ The Q2 2024 CDC cost is higher than usual due to the majority of March's Q1 billing being submitted late in April.



Clinton 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	18	23	14	14
Disenrollments	24	20	16	13
Clients Transferred to ESP	16	9	5	4
	66.67%	45.00%	31.25%	30.77%

Enrollment by Setting				
Enrollment Setting	2023		2024	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Spousal Meals	1	1	1	1
Miami Valley Hospital	1	0	0	0
Community	0	0	2	7
Clinton Memorial Hospital	7	14	5	3
The Christ Hospital	0	0	0	1
TriHealth Hospital Network	1	1	2	0
Veterans Admin - VA	0	1	0	0
Other Hospital	0	1	1	0
Skilled Nursing Facilities	6	5	3	1
Not Captured	2	0	0	1
Total	18	23	14	14





Clinton 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	2	7	4	1
Home Care Assistance	3	12	7	8
Home Delivered Meals	13	10	10	10
Home Medical Equipment	3	1	0	2
Home Modification	2	1	0	0
Transportation	2	0	0	1
All Services (Unduplicated)	18	21	16	14

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	5	13	6	2
Home Care Assistance	17	104	96	70
Home Delivered Meals	425	179	249	276
Home Medical Equipment	4	3	0	2
Home Modification	2	1	0	0
Transportation	12	0	0	2

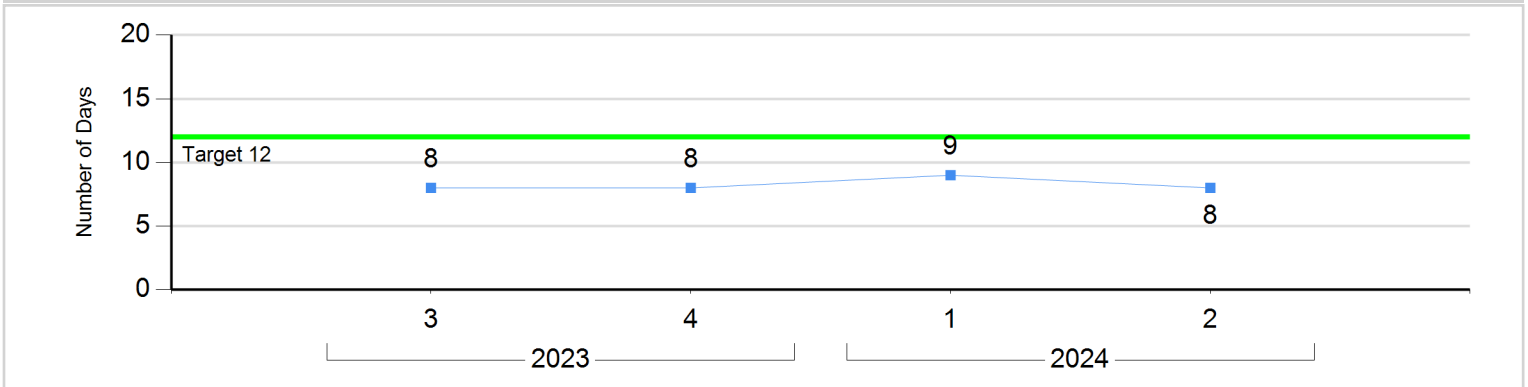
Dollars Paid by Service Group (Purchased Services)

Year	2023		2024	
Quarter	3	4	1	2
Electronic Monitoring	\$125	\$238	\$152	\$50
Home Care Assistance	\$571	\$3,656	\$3,473	\$2,444
Home Delivered Meals	\$5,874	\$1,982	\$2,760	\$3,039
Home Medical Equipment	\$300	\$128	\$0	\$215
Home Modification	\$1,085	\$785	\$0	\$0
Transportation	\$2,056	\$0	\$0	\$330
All Services	\$10,011	\$6,789	\$6,385	\$6,078



Clinton County ESP
Quarter 2, 2024 (April - June 2024)
Traditional ESP PERFORMANCE TRENDS

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	# Clients in Need of HCA or CDC	# Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC
2023	3	258	4	1%	93%	6%
2023	4	275	2	1%	92%	7%
2024	1	289	18	6%	86%	8%
2024	2	341	20	6%	85%	9%

Home Delivered Meals - Client Satisfaction Survey Results

Year	Quarter	2023		2024	
		3	4	1	2
Overall Satisfaction		96.12%	94.93%	90.60%	97.51%
Good Choice of Meals Available		86.21%	86.49%	69.23%	94.00%

Home Care Assistance - Client Satisfaction Survey Results

Year	Quarter	2023		2024	
		3	4	1	2
Overall Satisfaction		92.63%	94.80%	92.05%	96.39%
Aide Dependable		94.00%	94.34%	93.55%	97.44%

Medical Transportation - Client Satisfaction Survey Results

Year	Quarter	2023		2024	
		3	4	1	2
Overall Satisfaction		100.00%	100.00%	100.00%	95.00%
Service Returns Client Home Promptly		100.00%	100.00%	100.00%	100.00%



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

ESP Cost Savings Analysis

Referrals

Year	2023	2023	2024	2024
Quarter	Q3	Q4	Q1	Q2
Number of Members Assisted	8	7	2	3
Over The Counter(OTC)	2	2	1	3

Services Awarded

Year	2023	2023	2024	2024
Quarter	Q3	Q4	Q1	Q2
Emergency Response Service	1	4	1	1
Medical Transportation	2	1	1	2
Total Distinct Clients Served	18	3	2	3

Rolling Annual Cost Savings

Year	2023	2024
Total Cost Savings(as of qtr. end date)	\$24,199	\$11,400



Clinton County ESP

Quarter 2, 2024 (April - June 2024)

FINANCIALS: Based on Actual Revenue & Expenses as of June 30th, 2024¹

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	\$1,700,464	\$1,894,456	(\$193,992)	-10.2%
Federal & State Funding				
Title III B	\$31,194	\$0	\$31,194	
Title III C2 - Home Delivered Meals	61,001	154,523	(93,522)	-60.5%
Title III E - Caregiver Support	4,841	0	4,841	
Alzheimer's	867	0	867	
Nutrition Services Incentive Program (NSIP)	10,169	15,708	(5,539)	-35.3%
Senior Community Services (SCS)	0	0	0	
Other Federal (AARPA)	19,191	0	19,191	
Client Contributions				
Client Donations	0	451	(451)	-100.0%
Co-Pays Received	35,331	36,750	(1,419)	-3.9%
Total Revenue	\$1,863,058	\$2,101,888	(\$238,831)	-11.4%
Expenses				
Operating Expenses				
COA Administrative	\$117,805	\$132,906	\$15,102	11.4%
Intake & Assessment	5,378	4,542	(836)	-18.4%
FTH Case Management	51,640	68,112	16,472	24.2%
Case Management	304,555	331,297	26,742	8.1%
Total Operational Expenses	\$479,377	\$536,857	\$57,480	10.7%
Purchased Services				
Home Care Assistance	\$697,018	\$775,115	78,097	10.1%
Consumer Directed Care	151,500	157,329	5,829	3.7%
Personal Care -Hourly	0	0	0	0.00%
Respite -Hourly	0	0	0	0.00%
Home Medical Equipment	33,777	43,727	9,950	22.8%
Emergency Response Systems	77,900	91,957	14,057	15.3%
Minor Home Modifications	9,016	89,572	80,556	89.9%
Chore	8,230	2,729	(5,501)	-201.6%
Home Delivered Meals	486,564	525,654	39,090	7.4%
Medical Transportation	22,507	45,833	23,326	46.7%
Senior Center Funding	52,168	50,000	(2,168)	0.0%
Healthy Aging Grant **	(154,998)	(216,885)	(61,887)	-4.0%
Gross Purchased Services	\$1,383,680	\$1,565,031	\$181,351	11.6%
Gross Program Expenses	\$1,863,058	\$2,101,888	\$238,831	11.4%
Client Census	469 ***	441	-28	-6.3%
Cost of Services per Client	\$272.34	\$303.02	\$30.69	10.1%

* The category total I&A, FTH Case Mgmt, and Case Mgmt as compared to budget are under by \$42,378 or 10.5%.

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

*** 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 (Hamilton only) Adult Day Services and Adult Day Transportation.
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. FTH Census Trends

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

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

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

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

7. Benefit Cost Savings:

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

Clinton County Program Update Report September 2024

Home Medical Equipment (HME)

Janz Medical Supply is contracted for HME in Clinton County and are actively accepting new referrals.

Home Care Assistance (HCA)

COA continues to work with Heavenly Helpers concerning the money they overbilled for the services they provided between January 2023 and April 2024. In early July, Heavenly Helpers indicated they were reviewing our data with their attorney and if they agreed with the amount owed, they would be responsible for payment back to COA. Unfortunately, we tried to contact Heavenly Helpers via phone and twice via email to determine when their review would be complete and have not had any response from them. We have sent them an invoice for the amount due of \$1,007.96. While COA is pursuing repayment of funds from the provider, the amount due has been credited by COA to the senior services levy.

Minor Home Modification

No change 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 which will have 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.

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. The information on the tool provides staff and clients with provider details and a 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. Historically the value rating was calculated using survey results (SASI) and pricing in a 50/50 ratio. In our commitment to maintaining a strong provider network with high- 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 survey results (SASI) and 20% based on cost considerations. This change has been communicated with providers and staff.

Senior Farmers Market Nutrition Program

The Department of Aging allocated \$12,000 (240 clients) to Clinton County for the 2024 program year. Thus far, 141 individuals who reside in Clinton County are participating in the program, and 2 markets in Clinton 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 this year that has affected the application numbers and redemption rates, which is currently at 24% 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.

Clinton County Community Action Program:

Through the transfer of Federal funding to the levy, COA has provided \$50,000 to Clinton County Community Action Program (CCCAP) in support of wellness programs at their senior center. This allows for the continuation and expansion of these programs in Clinton County.

Clinton County Grant

COA administer the \$50,000 grant funding based on the award decisions made this Spring. Applications were due at the end of February to allow the Advisory to review, and grant awards were sent out March 29, 2024.

New Vienna Senior Center has completed their building maintenance project which included the application of a two-tone steel siding that encompasses the entire building. This was needed to seal the deteriorating stucco that was allowing water to seep into the interior surfaces. New Vienna requested their appreciation and gratitude for the grant money be extended to the committee, as without the grant they would not have been able to complete these updates. Feedback from the community about the updates has been very positive. New Vienna believes the updates have made it more appealing for the community, and the older population to participate in their activities. Pictures of the building prior and after the completed project are below.



Clinton County Home Modification HUD Program Update

September 2024

We have had a total of 69 referrals to the program which includes- Clinton County ESP clients as well as Clinton County community referrals. Our goal is to serve 171 individuals through the HUD program. We have had 27 jobs that have been completed under the HUD Home Modification Program. There are 10 jobs currently in process of being completed. To date we have authorized \$140,393.25 for home modification.

Clinton County HUD Program has received 14 referrals in the month of July and August. COA has conducted multiple outreach activities – such as outreach events in the community, social media, press releases, COA newsletter, and letters out to homeowners 62 and older to continue to expand referrals for the program. Program staff are working with COA communication team on success stories and sharing those as part of outreach for the program.

HUD Evaluation team will be onsite to observe program operations 9/17-9/18. Site visit will include meeting with program staff, observe initial assessment visits with the occupational therapist, and conduct a visit with a client that the home modification work has been done to see the impact of the program.

Success Story:

Sally is a long-time Wilmington resident who enjoys spending time with her children and granddaughters and participating in activities offered by her local senior center.

At 80 years old, she appreciates being able to live in the condo she and her husband Roger purchased in 2007 after his congestive heart failure made it difficult to maintain their home. Roger passed away in 2015. Although Sally's condo is one level and she doesn't have to navigate stairs, other hazards became a concern as she grew older, and her legs weakened. It gradually became more difficult for her to stand up from a seated position.

She is unsteady at times from what she believes is an inner ear issue and has a tendency to run into walls. "I've always walked a bit sideways," she said. An occupational therapist (OT) visited Sally in her condo to evaluate her environment and her physical needs. The OT recommended safety modifications to Sally's two bathrooms, including grab bars to assist her with shower access and raised toilet chairs with arms to help her stand up. "I was using the counter, but that got slippery," she said. A COA-approved, local provider installed these items, as well as a handle at her front door to help her more easily and safely enter her condo.

Sally feels more self-sufficient since her modifications were installed and said, "I'd tell others that the program really helps, and we seniors need all the help we can get. I'd recommend it to anybody." "Sometimes we seniors don't really realize who to go to for things like this," she said.



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

Clinton County Providers	Preparation	Value Score
<p>Clinton County Community Action Program (937) 382-8365 www.clintoncap.org Number of clients surveyed:48</p>	<ul style="list-style-type: none"> • Chilled • Frozen • Driver can heat meals 	<p>4</p>
<p>Meals on Wheels of SWOH/NKY (513) 661-2777 meals@muchmorethanameal.org Number of clients surveyed: 7</p>	<ul style="list-style-type: none"> • Chilled • Frozen • Driver can heat meals 	<p>4</p>



Clinton County Elderly Services Program:

Zip Codes in Each Geographic Zone

Clinton County Central
45164
45169
45166
45177
45068
45113
45135
45159
45146
45107
45148
45142



Clinton County



Provider Quality Report

Quarter 2, 2024



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Provider Quality Report: Introduction

Clinton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is January-March).
- As of Q2 2022, the Service Metrics section of the report was reorganized by grouping all Home Care Assistance related service pages together.
- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

Billable Unit Conversions:

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

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

SASI Scoring:

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



Provider Quality Report: Provider Activity

Clinton County ESP

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

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	1/1/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Care Star Inc.	Home Care Assistance	1/1/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
Tri-State Maintenance	HME	2/17/2023

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



Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Palco, Inc.	2,438	1,545	2,149	1,726	1,519	1,850	1,499	2,158	14,883
Total Billable Units	2,438	1,545	2,149	1,726	1,519	1,850	1,499	2,158	14,883

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Palco, Inc.	16	14	20	14	12	18	21	26	18
Total Distinct Clients Served	16	14	20	14	12	18	21	26	18



Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	192	154	143	0	0	0	489
CareStar Inc.	0	0	31	43	2	0	0	0	76
First Community Health Services, LLC	0	0	26	26	26	24	37	98	237
Gabriels Angels Homecare, LLC	0	0	1,368	2,259	2,025	2,086	1,734	2,031	11,503
Heavenly Helpers	0	0	393	604	835	763	530	70	3,195
Katys Home Health Care LLC	0	0	1,995	2,063	1,699	2,257	2,339	2,642	12,995
Senior Helpers of Dayton	0	0	0	0	0	0	0	4	4
Total Billable Units	0	0	4,005	5,149	4,730	5,130	4,639	4,845	28,498

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	0	0	4.79%	2.99%	3.02%	0	0	0	
CareStar Inc.	0	0	0.77%	0.84%	0.04%	0	0	0	
First Community Health Services, LLC	0	0	0.65%	0.51%	0.55%	0.47%	0.79%	2.01%	
Gabriels Angels Homecare, LLC	0	0	34.16%	43.87%	42.81%	40.66%	37.37%	41.92%	
Heavenly Helpers	0	0	9.81%	11.73%	17.66%	14.88%	11.41%	1.44%	
Katys Home Health Care LLC	0	0	49.81%	40.07%	35.92%	43.99%	50.42%	54.54%	
Senior Helpers of Dayton	0	0	0	0	0	0	0	0.08%	
Total Market Share	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	4	3	2	0	0	0	3
CareStar Inc.	0	0	6	7	1	0	0	0	5
First Community Health Services, LLC	0	0	1	1	1	1	3	7	2
Gabriels Angels Homecare, LLC	0	0	111	121	119	120	124	137	122
Heavenly Helpers	0	0	40	39	50	47	39	13	38
Katys Home Health Care LLC	0	0	104	92	92	111	111	116	104
Senior Helpers of Dayton	0	0	0	0	0	0	0	3	3
Total Distinct Clients Served	0	0	266	263	265	279	277	276	40



Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	292	154	0	0	0	0	0	0	445
Clinton County Community Action Program	1,828	786	0	0	0	0	0	0	2,614
First Community Health Services, LLC	32	20	0	0	0	0	0	0	52
Gabriels Angels Homecare, LLC	1,358	1,493	0	0	0	0	0	0	2850
Katys Home Health Care LLC	1,083	1,353	0	0	0	0	0	0	2436
Total Billable Units	4,593	3,805	0	0	0	0	0	0	8,397

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	6.35%	4.03%	0	0	0	0	0	0	
Clinton County Community Action Program	39.81%	20.65%	0	0	0	0	0	0	
First Community Health Services, LLC	0.70%	0.53%	0	0	0	0	0	0	
Gabriels Angels Homecare, LLC	29.56%	39.23%	0	0	0	0	0	0	
Katys Home Health Care LLC	23.59%	35.56%	0	0	0	0	0	0	
Total Market Share	100.00%	100.00%	0	0	0	0	0	0	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	9	3	0	0	0	0	0	0	6
Clinton County Community Action Program	105	83	0	0	0	0	0	0	94
First Community Health Services, LLC	2	1	0	0	0	0	0	0	2
Gabriels Angels Homecare, LLC	79	112	0	0	0	0	0	0	96
Katys Home Health Care LLC	59	80	0	0	0	0	0	0	70
Total Distinct Clients Served	254	279	0	0	0	0	0	0	83



Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	34	20	0	0	0	0	0	0	54
Katys Home Health Care LLC	428	370	0	0	0	0	0	0	798
Total Billable Units	462	389	0	0	0	0	0	0	851

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	7.31%	5.07%	0	0	0	0	0	0	
Katys Home Health Care LLC	92.69%	94.93%	0	0	0	0	0	0	
Total Market Share	100.00%	100.00%	0	0	0	0	0	0	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	2	0	0	0	0	0	0	3
Katys Home Health Care LLC	23	19	0	0	0	0	0	0	21
Total Distinct Clients Served	26	21	0	0	0	0	0	0	12



Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	6	0	0	0	0	0	0	0	6
Katys Home Health Care LLC	75	11	0	0	0	0	0	0	86
Total Billable Units	81	11	0	0	0	0	0	0	91

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	7.12%	0	0	0	0	0	0	0	
Katys Home Health Care LLC	92.88%	100.00%	0	0	0	0	0	0	
Total Market Share	100.00%	100.00%	0	0	0	0	0	0	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	1	0	0	0	0	0	0	0	1
Katys Home Health Care LLC	3	1	0	0	0	0	0	0	2
Total Distinct Clients Served	4	1	0	0	0	0	0	0	2



Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	831	824	708	952	787	832	890	918	6,741
Total Billable Units	831	824	708	952	787	832	890	918	6,741

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	260	267	254	267	254	260	271	248	260
Total Distinct Clients Served	260	267	254	267	254	260	271	248	260



Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	8,442	8,623	9,359	10,940	11,078	10,486	8,707	7,902	75,537
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	1,211	2,167	2,812	6,190
Total Billable Units	8,442	8,623	9,359	10,940	11,078	11,697	10,874	10,714	81,727

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%	100.00%	89.65%	80.07%	73.75%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	10.35%	19.93%	26.25%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	140	147	156	168	181	154	131	117	149
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	31	46	51	43
Total Distinct Clients Served	140	147	156	168	181	185	177	168	120



Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Bernens Medical	10	17	16	19	7	19	9	7	104
Home First	4	2	1	6	9	4	11	10	47
Mullaney's Pharmacy & Home Health Care	6	6	3	2	5	0	1	0	23
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
Total Billable Units	20	25	20	28	21	23	21	17	175

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Bernens Medical	50.00%	68.00%	80.00%	67.86%	33.33%	82.61%	42.86%	41.18%	
Home First	20.00%	8.00%	5.00%	21.43%	42.86%	17.39%	52.38%	58.82%	
Mullaney's Pharmacy & Home Health Care	30.00%	24.00%	15.00%	7.14%	23.81%	0	4.76%	0	
Stateline Medical Equipment	0	0	0	3.57%	0	0	0	0	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Bernens Medical	10	15	13	18	7	18	7	6	12
Home First	4	2	1	6	9	4	11	10	6
Mullaney's Pharmacy & Home Health Care	6	6	3	2	4	0	1	0	4
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
Total Distinct Clients Served	20	23	17	27	20	22	19	16	7



Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	0	0	0	0	2
Home First	13	17	12	27	12	1	3	1	86
Stateline Medical Equipment	1	1	0	1	0	0	0	0	3
Tri-State Maintenance	3	3	5	5	1	1	0	0	18
Total Billable Units	17	21	18	34	13	2	3	1	109

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Custom Home Elevator & Lift Co. Inc.	0	0	5.56%	2.94%	0	0	0	0	
Home First	76.47%	80.95%	66.67%	79.41%	92.31%	50.00%	100.00%	100.00%	
Stateline Medical Equipment	5.88%	4.76%	0	2.94%	0	0	0	0	
Tri-State Maintenance	17.65%	14.29%	27.78%	14.71%	7.69%	50.00%	0	0	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	0	0	0	0	1
Home First	11	15	8	17	9	1	3	1	8
Stateline Medical Equipment	1	1	0	1	0	0	0	0	1
Tri-State Maintenance	3	3	4	3	1	1	0	0	3
Total Distinct Clients Served	15	19	13	22	10	2	3	1	4



Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	0	0	0	0	1	1	1	0	3
Total Billable Units	0	0	0	0	1	1	1	0	3

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	0	0	0	0	1	1	1	0	1
Total Distinct Clients Served	0	0	0	0	1	1	1	0	1



Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	0	3	3	1	0	0	0	7
Milts Termite & Pest Control	3	0	0	0	5	3	2	2	15
Total Billable Units	3	0	3	3	6	3	2	2	22

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
All Gone Termite & Pest Control, Inc.	0	0	100.00%	100.00%	16.67%	0	0	0	
Milts Termite & Pest Control	100.00%	0	0	0	83.33%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	0	0	1	1	1	0	0	0	1
Milts Termite & Pest Control	2	0	0	0	2	2	1	1	2
Total Distinct Clients Served	2	0	1	1	3	2	1	1	1



Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	12	10	18	26	46	17	6	22	157
Meda-Care Transportation, Inc.	2	4	0	4	20	0	6	6	42
Valley Transport LLC	85	111	54	4	13	4	6	1	278
Warren County Community Service	0	10	12	10	29	18	32	34	145
Total Billable Units	99	135	84	44	108	39	50	63	622

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Clinton County Community Action Program	12.12%	7.41%	21.43%	59.09%	42.59%	43.59%	12.00%	34.92%	
Meda-Care Transportation, Inc.	2.02%	2.96%	0	9.09%	18.52%	0	12.00%	9.52%	
Valley Transport LLC	85.86%	82.22%	64.29%	9.09%	12.04%	10.26%	12.00%	1.59%	
Warren County Community Service	0	7.41%	14.29%	22.73%	26.85%	46.15%	64.00%	53.97%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	1	2	4	5	6	4	3	8	4
Meda-Care Transportation, Inc.	1	2	0	2	2	0	3	2	2
Valley Transport LLC	6	4	4	2	7	1	3	1	4
Warren County Community Service	0	1	2	2	6	3	5	5	3
Total Distinct Clients Served	8	9	10	11	21	8	14	16	3



Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton 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
Assisted Care by Black Stone of CIN	1	2	1	2	0	0	0	0
CareStar Inc.	0	0	0	0	1	0	0	0
Clinton County Community Action Program	22	12	0	0	0	0	0	0
First Community Health Services, LLC	0	1	0	0	0	1	0	1
Gabriels Angels Homecare, LLC	17	22	28	25	22	28	21	35
Heavenly Helpers	0	0	1	7	9	6	15	4
Katys Home Health Care LLC	12	20	18	25	18	18	26	40

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	21	29	25	35	29	37	35	41
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	4	10

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	2	0	1	1	2	0	3	2
Valley Transport LLC	1	0	0	0	0	0	0	1
Warren County Community Service	0	1	0	0	1	1	1	1



Provider Quality Report: Satisfaction Metrics¹

Clinton 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
Assisted Care by Black Stone of CIN	100.0%	50.0%	80.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	40.0%	No Data	No Data	No Data
Clinton County Community Action Program	97.2%	98.3%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.2%	94.4%	91.5%	97.5%	96.3%	94.8%	94.6%	97.3%
Heavenly Helpers	No Data	No Data	50.0%	100.0%	90.0%	100.0%	82.6%	92.5%
Katys Home Health Care LLC	98.3%	95.0%	92.2%	96.7%	92.5%	92.7%	95.8%	95.9%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.2%	95.5%	92.3%	100.0%	100.0%	96.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	92.9%	75.0%
Katys Home Health Care LLC	100.0%	100.0%	100.0%	95.8%	94.1%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	81.8%	100.0%	95.8%	100.0%	100.0%	96.3%	100.0%	97.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	73.3%	75.0%
Katys Home Health Care LLC	100.0%	95.0%	88.9%	95.7%	88.9%	100.0%	96.2%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.2%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	82.4%	90.9%	85.7%	96.0%	90.9%	85.7%	85.0%	88.6%
Heavenly Helpers	No Data	No Data	No Data	100.0%	66.7%	100.0%	80.0%	100.0%
Katys Home Health Care LLC	83.3%	95.0%	94.4%	88.0%	76.5%	72.2%	80.8%	77.5%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	95.5%	100.0%	96.0%	100.0%	96.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	88.9%	100.0%	93.3%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	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	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	94.1%	95.5%	100.0%	100.0%	100.0%	96.4%	95.2%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	100.0%	100.0%	94.4%	100.0%	96.2%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	82.4%	95.5%	88.9%	100.0%	90.9%	96.4%	90.5%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	85.0%	83.3%	96.0%	94.4%	88.9%	96.2%	95.0%

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
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	90.9%	92.9%	96.0%	90.9%	96.4%	95.2%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	100.0%	83.3%	100.0%	88.9%	94.4%	96.2%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	No Data	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	90.0%	83.3%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	47.1%	85.0%	81.0%	87.0%	95.0%	91.3%	90.0%	90.3%
Heavenly Helpers	No Data	No Data	No Data	100.0%	77.8%	100.0%	60.0%	75.0%
Katys Home Health Care LLC	100.0%	100.0%	93.8%	100.0%	93.8%	94.1%	100.0%	91.9%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	87.5%	100.0%	92.9%	100.0%	95.5%	96.4%	95.2%	97.1%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	94.4%	96.0%	100.0%	88.9%	96.2%	97.4%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	No Data	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.2%	95.5%	85.7%	100.0%	100.0%	96.4%	95.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	73.3%	100.0%
Katys Home Health Care LLC	100.0%	90.0%	83.3%	96.0%	94.4%	88.9%	96.2%	97.5%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton 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
Clinton County Community Action Program	94.5%	93.5%	95.0%	96.4%	96.1%	94.9%	91.7%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	81.3%	96.3%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	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
Clinton County Community Action Program	81.0%	79.3%	92.0%	91.4%	89.7%	83.8%	82.4%	90.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	25.0%	100.0%

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
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	94.1%	100.0%	100.0%	96.7%	100.0%	100.0%	94.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	95.0%	100.0%	100.0%	100.0%	96.6%	97.3%	97.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	85.7%	79.3%	68.0%	82.9%	86.2%	86.5%	65.7%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	96.6%	94.6%	97.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	50.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton 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
Clinton County Community Action Program	75.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	80.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.3%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.4%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.5%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	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
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?								
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
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 25,036 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

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



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

Client Census:

- Program year 2024 – is projected to end the year with approximately 469 in combined ESP and FastTrack Home clients being served monthly. This represents a net gain of 1 client (or 0.2%) for the year. We estimate total clients served to be 670.
- Program year 2025 – is projected to increase to 481 clients. This is an increase of 12 clients (2.6%). This projection is based on population growth at a 40.5% market penetration rate. Total clients served during the year is estimated to be 671.

Tax Levy Revenue:

- The amount of Tax levy money needed in 2025 is \$2.2 million, which is an increase of \$459,550 or 27.0% when compared to the 2024 projected spending.

Client Co-payment and Donations:

- Client co-payments are budgeted to be \$36,201 in 2025 which is an increase from our current projected amount of \$35,331 for 2024. Donations are collected for home delivered meals. We have not collected any donations for 2024, so we are being conservative by not projecting any donations for 2025. We have a group reviewing the drop-in donation activity in all of our counties.

Title III and State Funding:

- Traditional Title III and Alzheimer's funding are expected to remain at last year's award amounts. However, we moved some additional funding to CCCAP, there was a reduction in Federal N.S.I.P funding, and our one-time Federal ARPA funding is ending September 2024; resulting in a reduction of \$102,306 as compared to 2024 budget.

Provider Services:

- We are projecting a growth of 12.1% in this category when compared to current spending projections. We are now starting year 2 of our 3-year grant from HUD which will pay for Home Modifications in the county. We are estimating a savings of \$140K in 2025 services being charged to HUD instead of the levy. Services funded through Healthy Aging grant in 2024 (\$155K) will be funded by the levy in 2025.

Intake & Assessment:

- Clinton County intake is leveraging COA's ability to offset the cost of intake service to benefit the county. State and Federal funding sources are charged prior to the use of levy funds for intake functions. Levy funding is payer of last resort. The budget includes 5% contingency.

Care Management:

- Budget amount derived from Council on Aging's 2025 budget. The budget includes 5% contingency.

Senior Center Funding:

- This is funding set-aside for one-time investments in senior center needs as discussed with the Advisory Council.

COA Administration:

- Is budgeted to be \$143,166. This is an increase of \$10,259 (7.7%) when compared to the 2024 budget. This is based on a 6.75% rate of the combined services of intake, case management, fast track home, and provider services.

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

	Total 2025 Proposed Budget	2024 Budget	2024 Projected	% Change	
				Budget to 2024 Projected	2025 Budget to 2024 Budget
Revenue					
Clinton County Levy					
Levy Appropriations	\$ 2,160,014	\$ 1,843,347	\$ 1,700,464	27.0%	17.2%
Total County Levy Funding	2,160,014	1,843,347	1,700,464	27.0%	17.2%
Client Co-Payment	36,201	36,750	35,331	2.5%	-1.5%
Client Donations	-	451	-	0.0%	-100.0%
Rapid Response			-		
Title III and State Funding	67,925	170,231	127,262	-46.6%	-60.1%
Total Revenue	\$ 2,264,140	\$ 2,050,779	\$ 1,863,058	21.5%	10.4%
Expenses					
Client Services					
Intake & Assessment	5,689	4,542	5,378	5.8%	25.3%
Fast Track Case Management	70,014	68,112	51,640	35.6%	2.8%
Case Management	329,264	331,297	304,555	8.1%	-0.6%
Provider Services	1,666,007	1,731,916	1,486,510	12.1%	-3.8%
Healthy Aging Grant	-	(216,885)	(154,998)		
Senior Center Funding	50,000	50,000	52,168		
Total Client Services	2,120,974	1,968,982	1,745,253	21.5%	7.7%
COA Administration	143,166	132,906	117,805	21.5%	7.7%
Total Expenses	\$ 2,264,140	\$ 2,101,888	\$ 1,863,058	21.5%	7.7%

<p>Average Daily Census for 2025 is projected to increase of 3% from 2024 year end Projections A 5% contingency has been added to account for deviations in client enrollment and cost assumptions.</p>
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