

AGENDA

WCESP Advisory Council Meeting

September 25, 2024 at 9:30 am – 11:00 am
406 Justice Drive, Lebanon OH 45036 – Room 124

<https://zoom.us/j/94597652480?pwd=KiExFKY9fPbf7iuF71i3RKEho0w3LQ.1>

Meeting ID: 945 9765 2480

Passcode: 164784

Join by phone: 1-646-931-3860

CALL TO ORDER / WELCOME	Dave Gully
APPROVAL OF MINUTES ❖ June 12, 2024, Minutes (Action Needed)	Dave Gully
QUARTERLY REPORTS ❖ Adult Protective Services ❖ Program Dashboard & Financial Report ○ Cost of Services per Client Update ❖ Program Update Report ○ Copay Evaluation Update ○ HDM Star Ratings ❖ Provider Quality Report	Kimberly Frick Ken Wilson & Ronnie Spears Lisa Portune Lisa Portune
OLD BUSINESS	
NEW BUSINESS ❖ Draft 2025 Budget (Action Needed) ❖ Expiring Member Terms	Ronnie Spears Dave Gully
HEARING THE PUBLIC	Dave Gully
ADJOURNMENT	Dave Gully

NEXT MEETING: December 11, 2024

MINUTES
WCESP ADVISORY COUNCIL MEETING
WEDNESDAY, JUNE 12, 2024 @ 9:30 A.M.

ATTENDANCE

Members Present:	COA Staff:	Guests:
Kendra Couch, <i>in person</i> Dave Gully, <i>in person</i> Jerry Harrod, <i>in person</i> Don Juszczuk, <i>in person</i> Matt Nolan, <i>in person</i> Martin Russell, <i>in person</i>	Ken Wilson, <i>in person</i> Ronnie Spears, <i>in person</i> Lisa Portune, <i>virtual</i> Paula Smith, <i>in person</i> Jai'La Nored, <i>in person</i> Jennifer Williams, <i>in person</i>	Kim Frick, <i>in person</i> Konnice Hansen, <i>in person</i> Dawna Fogarty, <i>virtual</i> Alena Speed, <i>virtual</i> Mason High School interns: Bill & Sophia, <i>in person</i>
Excused:	Facilitator:	Scribe:
	Dave Gully	Christina Adams
Absent:		

CALL TO ORDER

The June 12, 2024, meeting of the WCESP Advisory Council was called to order by Dave Gully at 9:32 a.m.

APPROVAL OF MINUTES

Dave Gully asked for approval of the minutes from the March 13, 2024 meeting of the WCESP Advisory Council.

Motion: Martin Russell made a motion to approve the minutes as presented.

Second: Jerry Harrod seconded the motion.

Action: The March 13, 2024, minutes were unanimously approved as presented.

MISSION MOMENT

AddnAide Demo

Ken gave a brief overview of AddnAide, an app that COA developed as an innovation to address the workforce shortage. AddnAide supports a consumer directed care program in which an older adult or a family member that would like to be the authorized representative can hire their own worker versus using a traditional homecare agency. A benefit to the worker is that it allows more flexibility.

Jai'La and Jennifer presented the demo (please see handout for details).

Kim Frick asked if an older adult must be a COA client. Jai'La shared the client must be eligible for ESP services.

Jerry asked if the provider being paid is a conflict with other programs such as the Friendly Visitor program which is a volunteer program. Jai'La explained that most clients do not pay because they are eligible through ESP. Ken added that some clients have a copay which is based on their income.

Jennifer shared that in consumer directed care, the client is the employer, or the client can designate an employer of record to serve on their behalf.

Dave asked about insurance and workers' compensation. Jennifer stated that Palco, a third party financial management service provider, serves in this intermediary role, providing W-2 forms, etc.

Jai'La demonstrated how the app works from a client and provider perspective.

Dave asked if a provider is able to work for more than one client. Jen confirmed that a provider (aide) can work for multiple clients.

Jen shared that AddnAide has been established with ESP for about 2.5 years. In this timeframe, 221 relationships have been established in AddnAide. Each provider (aide) has a background check completed upfront. There are currently 35 active employment relationships within Warren County and over 60 individuals within the app.

Dave asked if APS has a good relationship with law enforcement. Kim shared that they have a good relationship with the Warren County Sheriff's department, Clear Creek, and Franklin. They are not as involved with Mason because typically the issue there is financial exploitation.

Ken asked if APS has seen an increase in financial exploitation because the banks are mandatory reporters. Kim responded that there has been an increase in internet and phone (romance) scams. Ken added that COA is looking at ways that our materials can be updated to include information to better educate older adults because the types of scams are changing and becoming more sophisticated. Kim shared that police departments are holding meetings/trainings to make older adults aware of scams and methods to avoid or recognize scams.

QUARTERLY REPORTS

Adult Protective Services

Kim Frick shared an update on Adult Protective Services (APS). There were 56 new referrals for adult protection in March; 24 were investigated, information was shared with 6, and 2 were ombudsman calls for a facility. In April there were 44 new referrals; 18 of those were investigated, information was shared with 5, and 2 were ombudsman calls. There were 53 new referrals in May of which 21 were investigated, information was sent to 9, and 5 were ombudsman calls for a facility. There has been an increase in the need for a facility. There are 2-3 clients that currently have a court hearing in process to get them into a facility so that they can be safe.

Program Dashboard

Ken provided a program dashboard update for Quarter 1 (January-March 2024, please see handout for details). Overall, the program is very healthy, operating with no major trends. There has been growth in laundry service, which is a new option versus using a home care agency. We have also seen growth in transportation. There were no questions or comments.

Financial Report

Ronnie provided a financial update for Quarter 1 (January-March 2024, please see handout for full details). We are within budget by 6.1%, coming in under budget by \$591,880.

Matt asked if the increase in the cost of services is related to a particular service or is this what should be expected from a budget perspective going forward. Ronnie is going to review and report back with details. Ken added that this may be related to the timing of when the budget was created as we did not know all of the provider costs.

Action: Ronnie will review purchased services to determine if the increase was due to a particular service.

Program Update Report

Lisa reviewed the Program Update report (please see handout for full details). Since this report was written, The Janz Corporation (formerly Mullaney's) has completed the precertification process so they can begin servicing clients with home medical equipment needs. In addition, 101 Mobility completed their precertification and are actively awarded clients.

As of May 1st, providers have access to an authorization report within CareDirector. This report informs providers of new authorizations and authorization changes. This update has been very beneficial to providers. Also as of May 1st, if there is an increase, decrease, or termination of an authorization, a new authorization is provided. This will cut down on confusion for providers in determining if they should provide an increase or decrease in services. Providers have given very favorable feedback on this process.

The Senior Farmers Market Nutrition Program has moved to an electronic model piloted by the Ohio Department of Aging. COA will help recruit and educate applicants as well as promote the program. Ken commented on concern about the program changes causing a delay in clients having access to the farmers markets. Due to the change to the electronic system, the state has been backlogged with responses. We are raising the issues with the state and have asked for assistance in correcting the issues, but we have limited control over the program.

Matt asked if we are able to subsidize until the issues are resolved and then pay ourselves back. Ken responded that we are looking for a plan B if needed. Lisa added that our ADRC team is helping clients sign up and walk through the process.

OLD BUSINESS

There was no old business to report.

NEW BUSINESS

Five-Year Levy Projections

Ronnie reviewed the Five-Year Levy Projections (please see handout for full details). The Healthy Aging grant funds are being used as a complete offset to the expenses to reduce the cost to the levy program. The Healthy Aging grant must be spent by September 2024. We have spent 92% and anticipate spending the remaining dollars by the end of this month's billing cycle. This puts us in a good position to be able to accept additional dollars going forward. Ronnie noted that at the end of the five-year levy cycle, we will have a levy fund balance of \$2,607,140 which is about four months of services.

Ken commented to Matt and Martin that the WCCS Senior Isolation Program (Friendly Visitor program) is included in the five-year levy projections and asked if this is still accurate. Dawn responded that the decision was made to continue with the volunteers that were in place but not to continue the program. There was a one-year agreement with the county for funds to support the program. Following the one-year agreement, we were struggling to get the program up and running.

Matt noted that this can be removed from the budget and projections.

Action: Ronnie to remove WCCS Senior Isolation Program from the budget and five year projection model.

Dave raised the question around ESP eligibility and if it is income or asset based. Ken responded that eligibility is based on age and level of disability. Income determines a client's copay. A project is

underway where we are reviewing the copay process and how the copay is calculated. We will be recommending changes based on this review.

Action: Provide update on copay determination process at the next meeting if available (Ken/Ronnie).

Annual Report

Paula shared the 2023 Warren County Annual Report (please see handout for full details). This report details the program's impact on community residents. It provides transparent information which includes how all of the levy dollars are invested to meet the needs of the county's older adults. Extra copies of the annual report were distributed to council members to share throughout the county. If additional copies are needed, individuals can reach out to Paula or Ken. Paula also provided copies of ESP brochures, COA brochures, and COA annual reports.

Paula added an update on community outreach. COA looks for outreach opportunities to share information about all services that are available to county residents in addition to ESP. Recently COA was at the Springboro Hometown Expo. Paula gave a presentation to the Lebanon Kiwanis Club, and COA participated in the Warren County Resource rally. This rally was a project that was initiated by the 2023 Class of Leadership Warren County and was successful in bringing together social service and non-profit organizations to collaborate. The second annual event will be held on October 18th in the Warren County Event Center at the fairgrounds. More information will be shared, and we would appreciate help in getting the word out about this event. An event at the Earl J. Maag senior housing building is being planned for July 24th from 10:30 am to 1:00 pm in conjunction with a congregate meal. This will be open to residents of the building as well as community members. Staff from COA and WCCS will be available to screen individuals for program eligibility and benefits. ProSeniors will also be attending the event and will share information about fraud and scams including Medicare fraud. In addition, the Ohio Senior Health Insurance Information Program will be on site to share information with visitors.

Action: Paula will share additional information about the Leadership Warren County rally on October 18, 2024.

Paula also noted a change to the COA newsletter. The newsletter was restructured so that each county now receives its own newsletter that focuses on issues, services, and news that are relevant to residents in the county. Newsletters can be accessed on the COA website as well as annual reports.

Konnie Hansen shared that WCCS has added a ProSeniors brochure in addition to the COA brochure that is sent to new clients in the welcome packet. This brochure contains information regarding scams and fraud.

ADJOURNMENT

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

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

Second: Jerry Harrod seconded the motion.

Action: The meeting was adjourned at 10:59 a.m.

NEXT MEETING

September 25, 2024



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



Warren County ESP

Quarter 2, 2024 (April - June 2024)

EXECUTIVE SUMMARY

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 2, 2023), census increased by 30 clients (from 1,939 to 1,969) or 1.55%.
- B. Compared to last Quarter (Quarter 1, 2024), census increased by 12 clients (from 1,957 to 1,969) or 0.61%

2. Fast Track Home Census Trends

- A. Average Length of Stay decreased when compared to Quarter 1, 2024 (from 50 to 47).
- B. New Enrollments increased by 8 from Quarter 1, 2024 to Quarter 2, 2024 (from 34 to 42).
- C. Total clients who transferred into ESP from FTH decreased by -4 from Quarter 1, 2024 (from 19 to 15).

3. Financials

- A. Total Revenue: The amount projected to be drawn down from the levy is \$8.69 million as of the second quarter, as compared to the budgeted amount of \$9.03 million. The variance as compared to budget is under by \$341,380 or 3.8%.
- B. Total Expenses: The total expenses projected as of the second quarter is \$9.38 million as compared to \$9.77 million in the budget. The variance as compared to budget is under by \$387,120 or 4.0%.
- C. Purchase Services: The expenses for in home services were lower by \$271,387 or 3.8% as compared to budget.



Warren County ESP

Quarter 2, 2024 (April - June 2024)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

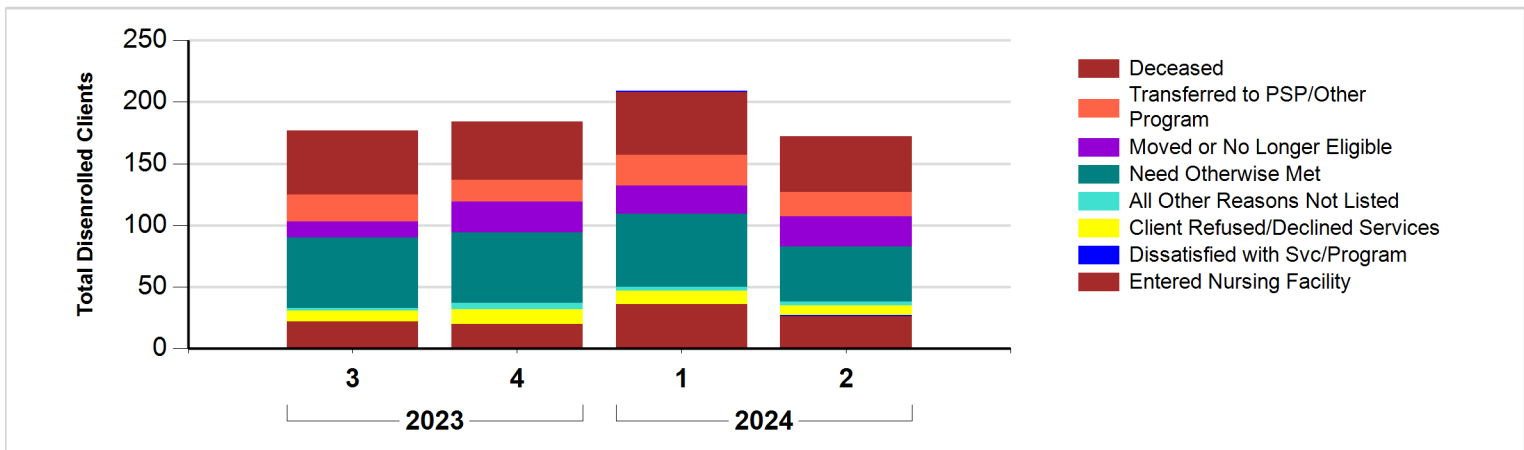
Year	2023		2024	
Quarter	3	4	1	2
ESP	1,968	1,962	1,957	1,969
FTH	30	23	26	21
Medicaid Programs	464	439	432	454
Passport	62	61	57	63
Assisted Living	50	40	47	51
Molina	142	137	132	141
Aetna	210	201	196	199

Quarter-End Census, New Enrollments, and Disenrollments¹

Year	2023		2024	
Quarter	3	4	1	2
Quarter-End Census	1,968	1,962	1,957	1,969
New Enrollments	203	174	203	180
Disenrollments	177	184	208	172

Disenrollment Outcomes

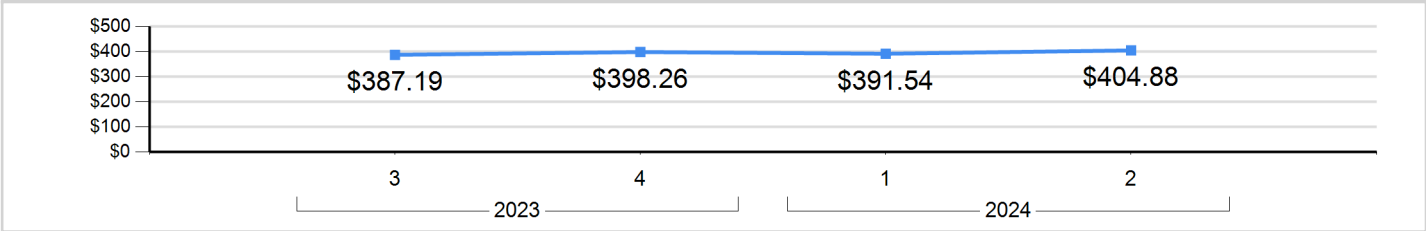
Year	2023		2024	
Quarter	3	4	1	2
Client Refused/Declined Services	9	12	11	8
Deceased	52	47	51	45
Dissatisfied with Svc/Program	0	0	0	1
Entered Nursing Facility	22	20	36	26
Moved or No Longer Eligible	13	25	23	24
Need Otherwise Met	57	57	59	45
Transferred to PSP/Other Program	22	18	25	20
All Other Reasons Not Listed	2	5	3	3
Total	177	184	208	172





Warren 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	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Consumer Directed Care	134	116	114	120
Electronic Monitoring	993	1,039	1,051	1,033
Home Care Assistance	551	570	565	536
Home Delivered Meals	1,040	1,067	1,079	1,077
Home Medical Equipment	45	43	33	38
Home Modification	49	46	37	42
Laundry Service	45	62	72	80
Other Services	37	42	45	43
Transportation	153	165	168	158
All Services (Unduplicated)	2,143	2,147	2,163	2,137

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

Year	2023		2024	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Consumer Directed Care	9,783	9,323	7,373	10,177
Electronic Monitoring	3,076	3,439	3,476	3,698
Home Care Assistance	14,674	15,501	15,300	14,930
Home Delivered Meals	66,310	69,355	67,132	68,633
Home Medical Equipment	58	57	43	57
Home Modification	52	49	38	44
Laundry Service	294	333	518	857
Other Services	661	414	329	321
Transportation	1,637	1,582	1,747	1,731

Dollars Paid by Service Group (Purchased Services)¹²

Year	2023		2024	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Consumer Directed Care	\$204,327	\$196,410	\$160,245	\$215,032
Electronic Monitoring	\$57,158	\$64,656	\$65,012	\$61,689
Home Care Assistance	\$406,293	\$442,264	\$436,368	\$427,560
Home Delivered Meals	\$711,159	\$764,433	\$754,156	\$772,060
Home Medical Equipment	\$16,139	\$8,701	\$10,527	\$14,775
Home Modification	\$65,030	\$67,818	\$49,426	\$69,371
Laundry Service	\$19,697	\$20,727	\$20,904	\$36,802
Other Services	\$55,008	\$41,318	\$34,238	\$30,528
Transportation	\$144,901	\$140,193	\$151,881	\$148,416
All Services	\$1,679,710	\$1,746,519	\$1,682,756	\$1,776,233

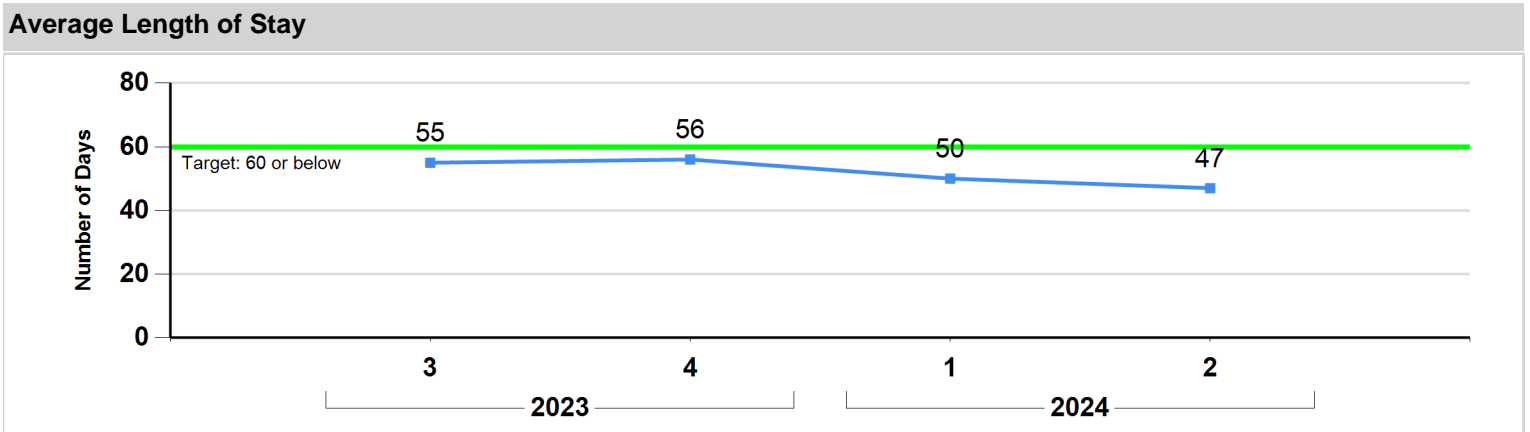
¹ The Q2 2024 CDC cost is higher than usual due to the majority of March's Q1 billing being submitted late in April.



Warren 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	40	40	34	42
Disenrollments	40	44	33	42
Clients Transferred to ESP	16	18	19	15
	40.00%	40.91%	57.58%	35.71%

Enrollment by Setting				
	2023		2024	
Enrollment Setting	Quarter 3	Quarter 4	Quarter 1	Quarter 2
Spousal Meals	3	2	2	3
Community	0	1	1	3
Mercy Hospital Network	1	0	1	0
Premier Health Atrium	2	0	1	2
The Christ Hospital	1	2	2	2
TriHealth Hospital Network	10	10	7	10
University of Cincinnati Hospital Network	3	3	3	7
Other Hospital	1	4	1	5
Skilled Nursing Facilities	13	11	13	7
Rehabilitation Facilities	4	4	3	2
Skilled HHC	0	1	0	0
Not Captured	2	2	0	1
Total	40	40	34	42





Warren 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	10	15	6	3
Home Care Assistance	11	10	2	0
Home Delivered Meals	33	41	25	28
Home Medical Equipment	13	14	10	5
Home Modification	5	6	3	6
Laundry Service	1	1	0	1
Transportation	4	3	3	10
All Services (Unduplicated)	48	54	35	40

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	15	23	8	4
Home Care Assistance	82	89	18	0
Home Delivered Meals	963	1,324	695	645
Home Medical Equipment	34	16	13	8
Home Modification	5	6	3	6
Laundry Service	5	1	0	2
Transportation	15	11	12	78

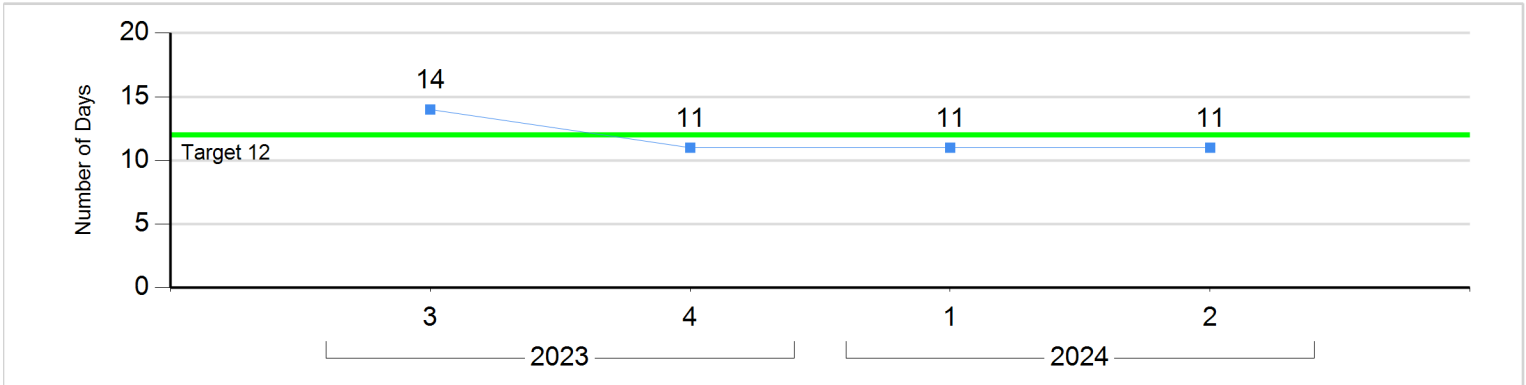
Dollars Paid by Service Group (Purchased Services)

Year	2023		2024	
Quarter	3	4	1	2
Electronic Monitoring	\$390	\$559	\$190	\$100
Home Care Assistance	\$2,244	\$2,420	\$487	\$0
Home Delivered Meals	\$10,565	\$14,566	\$7,778	\$7,108
Home Medical Equipment	\$3,436	\$1,611	\$1,642	\$1,473
Home Modification	\$2,465	\$3,125	\$1,895	\$3,235
Laundry Service	\$259	\$44	\$0	\$88
Transportation	\$1,284	\$918	\$1,030	\$6,326
All Services	\$20,643	\$23,244	\$13,022	\$18,330



Warren 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 & 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	908	208	23%	56%	21%
2023	4	882	198	23%	64%	13%
2024	1	1,003	236	23%	62%	15%
2024	2	981	221	22%	61%	17%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	98.58%	98.89%	98.73%	99.54%
Good Choice of Meals Available	95.95%	96.69%	96.10%	98.30%

Medical Transportation - Client Satisfaction Survey Results

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	99.41%	98.59%	98.49%	98.90%
Service Returns Client Home Promptly	100.00%	97.98%	99.12%	99.08%

Home Care Assistance - Client Satisfaction Survey Results

Year	2023		2024	
Quarter	3	4	1	2
Overall Satisfaction	94.70%	95.93%	94.88%	94.68%
Aide is Dependable	94.84%	94.50%	93.16%	93.36%

¹ As of Q1 2023, Add an Aide client data has been added to the CDC client counts.



Warren 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	14	7	8	7
Over the Counter (OTC)	0	2	8	7

Services Awarded

Year	2023	2023	2024	2024
Quarter	Q3	Q4	Q1	Q2
Emergency Response Service	6	3	6	5
Medical Transportation	2	1	4	2
Total Distinct Clients Served	8	4	8	7

Rolling Annual Cost Savings

Year	2023	2024
Total Cost Savings(as of qtr.end date)	\$17,400	\$21,000



Warren County ESP
Quarter 2, 2024 (April - June 2024)

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

	Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue				
Tax Levy Appropriations	\$8,690,505	\$9,031,885	(\$341,380)	-3.8%
Federal Funding				
Title III C2 - Home Delivered Meals	165,448	213,055	(47,607)	-22.3%
Title III E - Caregiver Support	15,734	88,308	(72,574)	-82.2%
Title III B - I&R	5,668	0	5,668	0.0%
Nutrition Services Incentive Program (NSIP)	124,513	167,658	(43,145)	-25.7%
Other Federal (ARPA)	127,669	0	127,669	0.0%
State Funding				
Alzheimer's	3,252	2,927	325	11.1%
Senior Community Services	29,035	20,452	8,583	42.0%
Interest				
Earned	22,103	24,607	(2,504)	-10.2%
Client Contributions				
Client Donations	26,500	21,561	4,940	22.9%
Co-Pays Received	173,247	200,343	(27,096)	-13.5%
Total Revenue	\$9,383,676	\$9,770,796	(\$387,120)	-4.0%
Expenses				
Operating Expenses				
COA Administrative	\$572,713	\$596,340	\$23,627	4.0%
Intake & Assessment	102,498	108,437	5,939	5.5%
Care Management	1,798,076	1,844,852	46,776	2.5%
Fast Track Case Mgmt	111,748	151,139	39,391	
Total Operational Expenses	\$2,585,035	\$2,700,768	\$115,733	4.3%
Purchased Services				
Home Care Services	\$1,715,302	\$1,732,134	\$16,832	1.0%
Consumer Directed Care	755,100	876,185	121,085	13.8%
Laundry Service	131,970	54,003	(77,967)	-144.4%
Independent Living	22,648	16,107	(6,541)	-40.6%
Electronic Monitoring	239,639	287,465	47,826	16.6%
Minor Home Modifications	256,287	313,489	57,202	18.2%
Major Housecleaning	21,253	28,665	7,412	25.9%
Pest Control	19,618	26,460	6,842	25.9%
Home Medical Equipment	56,445	50,631	(5,814)	-11.5%
Home Delivered Meals	3,149,202	3,262,416	113,214	3.5%
Adult Day Service	90,512	100,682	10,170	10.1%
Adult Day Transportation	6,338	26,674	20,336	76.2%
Medical Transportation	622,356	578,987	(43,369)	-7.5%
Healthy Aging Grant	(288,032)	(283,870)	4,162	-1.5%
Gross Purchased Services	\$6,798,641	\$7,070,028	\$271,387	3.8%
Gross Program Expenses	\$9,383,676	\$9,770,796	\$387,120	4.0%
Client Census	1,993	2,070	77	3.7%
Cost of Services per Client	296.68	284.89	(11.79)	-4.1%

* actual year end census.

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Health/Safety, and Unable to Meet Client Need.
 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

- A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.
- B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.
- C. Home Care includes homemaking, personal care, companion, and respite services.
- D. Other Services includes Environmental Services and Independent Living Assistance, 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.

Warren County Program Update Report September 2024

Home Medical Equipment (HME)

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

Home Care Assistance (HCA)

7/15/24- Gabriel's Angels is now contracted for HCA in Warren County.

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 have attempted 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. COA sent them invoice for the amount due of \$1,007.96. None of the balance owed is from Warren County.

Independent Living Assistance (ILA)

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.

Environmental Services

No changes since the last report.

Minor Home Modification and Repair (MHM)

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 \$17,000 (340 participants) to Warren County for the 2024 program year. Thus far 221 individuals who reside in Warren County are currently participating in the program, and 5 markets in Warren 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 some obstacles this year that has affected the application numbers and redemption rates, which is currently at 5% 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.



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

Warren County Providers	Preparation	Geographic Zones Reached		Value Score
		North	South	
Warren County Community Services (513) 695-2100 www.wccsi.org Number of clients surveyed: 491	<ul style="list-style-type: none"> • Chilled • Frozen • Hot • Driver can heat meals 			5
Meals on Wheels of SWOH/NKY (513) 661-2777 meals@muchmorethanameal.org Number of clients surveyed: 26	<ul style="list-style-type: none"> • Chilled • Frozen • Driver can heat meals 	 Otterbein Senior Life	 Deerfield Commons	3.5
Mayerson Jewish Community Center (513) 761-7500 www.mayersonjcc.org Number of clients surveyed: 16 KOSHER MEALS AVAILABLE	<ul style="list-style-type: none"> • Chilled • Frozen • Driver can heat meals 			3.5



Warren County Elderly Services Program: Zip Codes in Each Geographic Zone

Warren County North	Warren County South
45032	45122
45342	45152
45066	45162
45054	45065
45042	45040
45036	45039
45005	45140
45068	45034
45050	45107
45458	45249
45044	45113
45055	45241



Warren County



Provider Quality Report

Quarter 2, 2024



Provider Quality Report: Table of Contents

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

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 20
Home Delivered Meals	21 - 22
Medical Transportation	23 - 26

Appendix A: Methodology for SASI Analysis	27
---	----



Provider Quality Report: Introduction

Warren County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-Mar).
- As of 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
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

SASI Scoring:

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



Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
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
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Heavenly Helpers	Home Care Assistance	7/5/2024
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	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	Home Medical Equipment	1/20/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Partners in Prime	Independent Living Assistance	8/1/2023
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
Tri-State Maintenance	Home Medical Equipment	2/17/2023
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
Heavenly Helpers	Home Care Assistance	2/15/2024



Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Otterbein Lebanon Adult Day Service	0	160	224	267	419	293	219	184	1,764
Total Billable Units	0	160	224	267	419	293	219	184	1,764

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Otterbein Lebanon Adult Day Service	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	0	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
Otterbein Lebanon Adult Day Service	0	9	11	17	17	19	17	15	15
Total Distinct Clients Served	0	9	11	17	17	19	17	15	15



Provider Quality Report: Service Metrics

Warren 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
Acumen Fiscal Agent	12	0	0	0	0	0	0	0	12
Palco, Inc.	6,207	6,531	9,970	8,207	9,231	8,751	6,527	8,357	63,782
Total Billable Units	6,219	6,531	9,970	8,207	9,231	8,751	6,527	8,357	63,794

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Acumen Fiscal Agent	0.19%	0	0	0	0	0	0	0	
Palco, Inc.	99.81%	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
Acumen Fiscal Agent	1	0	0	0	0	0	0	0	1
Palco, Inc.	71	92	110	116	115	96	92	85	97
Total Distinct Clients Served	72	92	110	116	115	96	92	85	86



Provider Quality Report: Service Metrics

Warren 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.	82	33	15	0	20	76	139	419	783
A Miracle Home Care	6,085	6,547	7,193	7,978	9,426	10,535	10,814	10,733	69,309
Assisted Care by Black Stone of CIN	3,320	3,033	2,742	2,515	2,176	2,014	1,813	1,493	19,105
Heavenly Helpers	0	0	0	20	31	156	123	0	330
Helping Hands Private Duty Homecare	971	0	0	0	0	0	0	0	971
Interim HomeStyles of Greater Cincinnati, Inc.	888	908	808	460	619	593	329	342	4,946
Nova Home Care	62	95	183	252	147	72	68	179	1,057
Prime Home Care, LLC	112	96	103	96	105	107	98	104	821
Quality Care	549	361	316	174	467	329	291	198	2,684
SH of Southern Ohio LLC	994	1,854	1,654	1,919	1,601	1,515	1,523	1,380	12,440
Superior Home Care, Inc.	162	268	101	110	82	106	103	83	1,013
Total Billable Units	13,222	13,194	13,114	13,524	14,674	15,501	15,300	14,930	113,458

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.	0.62%	0.25%	0.11%	0	0.14%	0.49%	0.91%	2.81%	
A Miracle Home Care	46.02%	49.62%	54.85%	58.99%	64.24%	67.96%	70.68%	71.89%	
Assisted Care by Black Stone of CIN	25.11%	22.99%	20.91%	18.60%	14.83%	12.99%	11.85%	10.00%	
Heavenly Helpers	0	0	0	0.15%	0.21%	1.00%	0.80%	0	
Helping Hands Private Duty Homecare	7.34%	0	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	6.71%	6.88%	6.16%	3.40%	4.22%	3.83%	2.15%	2.29%	
Nova Home Care	0.47%	0.72%	1.40%	1.87%	1.00%	0.46%	0.44%	1.20%	
Prime Home Care, LLC	0.85%	0.73%	0.79%	0.71%	0.72%	0.69%	0.64%	0.70%	
Quality Care	4.15%	2.74%	2.41%	1.29%	3.18%	2.12%	1.90%	1.33%	
SH of Southern Ohio LLC	7.52%	14.05%	12.61%	14.19%	10.91%	9.78%	9.96%	9.24%	
Superior Home Care, Inc.	1.22%	2.03%	0.77%	0.81%	0.56%	0.68%	0.67%	0.56%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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.	4	3	1	0	1	4	6	7	4
A Miracle Home Care	233	236	248	301	360	388	403	389	320
Assisted Care by Black Stone of CIN	125	104	98	84	67	61	51	40	79
Heavenly Helpers	0	0	0	1	8	15	13	0	9
Helping Hands Private Duty Homecare	132	0	0	0	0	0	0	0	132
Interim HomeStyles of Greater Cincinnati, Inc.	36	37	33	26	21	18	11	16	25
Nova Home Care	4	7	11	11	11	11	10	10	9
Prime Home Care, LLC	3	2	2	2	2	2	2	2	2
Quality Care	29	22	18	9	17	17	15	13	18
SH of Southern Ohio LLC	64	70	69	67	62	54	52	55	62
Superior Home Care, Inc.	21	19	8	7	7	6	7	6	10
Total Distinct Clients Served	651	500	488	508	556	576	570	538	58



Provider Quality Report: Service Metrics

Warren 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.	3,262	3,233	2,690	3,754	3,076	3,439	3,476	3,698	26,627
Total Billable Units	3,262	3,233	2,690	3,754	3,076	3,439	3,476	3,698	26,627

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.	1,032	1,032	1,008	1,042	993	1,039	1,051	1,033	1,029
Total Distinct Clients Served	1,032	1,032	1,008	1,042	993	1,039	1,051	1,033	1,029



Provider Quality Report: Service Metrics

Warren 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	2,083	2,152	2,554	2,555	440	0	0	0	9,784
Mayerson JCC (Jewish Community Center)	739	981	1,138	1,485	1,741	1,823	1,756	1,780	11,443
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	3,752	3,345	3,510	10,607
Warren County Community Service	59,599	61,244	59,205	60,485	64,129	63,780	62,031	63,343	493,816
Total Billable Units	62,421	64,377	62,897	64,525	66,310	69,355	67,132	68,633	525,650

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	3.34%	3.34%	4.06%	3.96%	0.66%	0	0	0	
Mayerson JCC (Jewish Community Center)	1.18%	1.52%	1.81%	2.30%	2.63%	2.63%	2.62%	2.59%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	5.41%	4.98%	5.11%	
Warren County Community Service	95.48%	95.13%	94.13%	93.74%	96.71%	91.96%	92.40%	92.29%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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	39	36	51	48	26	0	0	0	40
Mayerson JCC (Jewish Community Center)	18	20	24	29	30	30	32	35	27
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	62	55	55	57
Warren County Community Service	960	955	941	959	1,011	977	996	988	973
Total Distinct Clients Served	1,017	1,011	1,016	1,036	1,067	1,069	1,083	1,078	349



Provider Quality Report: Service Metrics

Warren 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
American Ramp Systems	4	6	7	5	6	11	11	13	63
Bernens Medical	15	23	49	23	24	28	4	6	172
Home First	2	2	0	1	1	2	14	23	45
HomeCare Mattress Inc.	0	0	0	0	1	0	1	3	5
Mullaney's Pharmacy & Home Health Care	3	7	5	7	11	8	2	0	43
People Working Cooperatively, Inc.	2	4	3	3	2	0	0	0	14
Stateline Medical Equipment	1	0	1	6	7	6	10	9	40
Total Billable Units	27	42	65	45	52	55	42	54	382

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
American Ramp Systems	14.81%	14.29%	10.77%	11.11%	11.54%	20.00%	26.19%	24.07%	
Bernens Medical	55.56%	54.76%	75.38%	51.11%	46.15%	50.91%	9.52%	11.11%	
Home First	7.41%	4.76%	0	2.22%	1.92%	3.64%	33.33%	42.59%	
HomeCare Mattress Inc.	0	0	0	0	1.92%	0	2.38%	5.56%	
Mullaney's Pharmacy & Home Health Care	11.11%	16.67%	7.69%	15.56%	21.15%	14.55%	4.76%	0	
People Working Cooperatively, Inc.	7.41%	9.52%	4.62%	6.67%	3.85%	0	0	0	
Stateline Medical Equipment	3.70%	0	1.54%	13.33%	13.46%	10.91%	23.81%	16.67%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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
American Ramp Systems	2	4	4	3	3	4	5	5	4
Bernens Medical	12	21	32	20	20	24	3	3	17
Home First	2	2	0	1	1	2	12	18	5
HomeCare Mattress Inc.	0	0	0	0	1	0	1	1	1
Mullaney's Pharmacy & Home Health Care	1	6	5	7	9	7	2	0	5
People Working Cooperatively, Inc.	1	1	1	1	1	0	0	0	1
Stateline Medical Equipment	1	0	1	6	5	5	10	9	5
Total Distinct Clients Served	19	34	43	38	40	42	33	36	6



Provider Quality Report: Service Metrics

Warren 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	0	0	3	3
Custom Home Elevator & Lift Co. Inc.	1	0	1	2	0	0	0	2	6
Home First	16	37	26	15	22	23	21	20	180
HomeCare Mattress Inc.	0	0	0	2	4	2	0	1	9
MedAdapt Ltd.	6	10	9	7	12	10	7	9	70
People Working Cooperatively, Inc.	1	0	0	1	1	1	0	0	4
Stateline Medical Equipment	2	3	8	6	5	5	5	3	37
Tri-State Maintenance	7	8	11	3	8	8	5	6	56
Total Billable Units	33	58	55	36	52	49	38	44	365

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	0	0	6.82%	
Custom Home Elevator & Lift Co. Inc.	3.03%	0	1.82%	5.56%	0	0	0	4.55%	
Home First	48.48%	63.79%	47.27%	41.67%	42.31%	46.94%	55.26%	45.45%	
HomeCare Mattress Inc.	0	0	0	5.56%	7.69%	4.08%	0	2.27%	
MedAdapt Ltd.	18.18%	17.24%	16.36%	19.44%	23.08%	20.41%	18.42%	20.45%	
People Working Cooperatively, Inc.	3.03%	0	0	2.78%	1.92%	2.04%	0	0	
Stateline Medical Equipment	6.06%	5.17%	14.55%	16.67%	9.62%	10.20%	13.16%	6.82%	
Tri-State Maintenance	21.21%	13.79%	20.00%	8.33%	15.38%	16.33%	13.16%	13.64%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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	0	0	3	3
Custom Home Elevator & Lift Co. Inc.	1	0	1	2	0	0	0	2	2
Home First	16	33	25	15	22	21	21	18	21
HomeCare Mattress Inc.	0	0	0	2	4	2	0	1	2
MedAdapt Ltd.	6	10	9	7	10	10	7	9	9
People Working Cooperatively, Inc.	1	0	0	1	1	1	0	0	1
Stateline Medical Equipment	2	3	8	6	5	5	5	3	5
Tri-State Maintenance	6	7	10	3	8	8	5	6	7
Total Distinct Clients Served	32	53	53	36	50	47	38	42	8



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	131	134	90	57	0	0	0	0	413
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	3	42	45
Partners in Prime	0	0	0	0	10	31	34	39	112
Total Billable Units	131	134	90	57	10	31	37	80	569

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Central Connections	100.00%	100.00%	100.00%	100.00%	2.56%	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	8.22%	52.02%	
Partners in Prime	0	0	0	0	97.44%	100.00%	91.78%	47.98%	
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
Central Connections	47	48	49	34	1	0	0	0	36
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	7	12	10
Partners in Prime	0	0	0	0	8	16	12	12	12
Total Distinct Clients Served	47	48	49	34	9	16	19	24	22



Provider Quality Report: Service Metrics

Warren 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	3	2	7	2	5	4	5	0	28
Total Billable Units	3	2	7	2	5	4	5	0	28

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	
Total Market Share	100.00%	100.00%	100.00%	100.00%	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	3	2	7	2	5	4	5	0	4
Total Distinct Clients Served	3	2	7	2	5	4	5	0	4



Provider Quality Report: Service Metrics

Warren 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.	8	7	2	0	0	0	0	0	17
Milts Termite & Pest Control	3	7	14	21	16	6	11	9	87
Total Billable Units	11	14	16	21	16	6	11	9	104

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.	72.73%	50.00%	12.50%	0	0	0	0	0	
Milts Termite & Pest Control	27.27%	50.00%	87.50%	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%	

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.	4	3	1	0	0	0	0	0	3
Milts Termite & Pest Control	1	3	7	9	7	5	5	4	5
Total Distinct Clients Served	5	6	8	9	7	5	5	4	4



Provider Quality Report: Service Metrics

Warren 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	53	71	85	84	4	0	0	0	297
Kemper Shuttle Services	2	0	0	0	0	0	0	0	2
Meda-Care Transportation, Inc.	206	180	161	139	209	255	294	302	1,746
Universal Transportation Systems	71	36	27	14	6	19	2	0	175
Valley Transport LLC	68	111	266	238	318	222	312	384	1,919
Warren County Community Service	975	785	966	1,062	1,100	1,086	1,139	1,045	8,158
Total Billable Units	1,375	1,183	1,505	1,537	1,637	1,582	1,747	1,731	12,297

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	3.85%	6.00%	5.65%	5.47%	0.24%	0	0	0	
Kemper Shuttle Services	0.15%	0	0	0	0	0	0	0	
Meda-Care Transportation, Inc.	14.98%	15.22%	10.70%	9.04%	12.77%	16.12%	16.83%	17.45%	
Universal Transportation Systems	5.16%	3.04%	1.79%	0.91%	0.37%	1.20%	0.11%	0	
Valley Transport LLC	4.95%	9.38%	17.67%	15.48%	19.43%	14.03%	17.86%	22.18%	
Warren County Community Service	70.91%	66.36%	64.19%	69.10%	67.20%	68.65%	65.20%	60.37%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	7	7	5	4	1	0	0	0	5
Kemper Shuttle Services	1	0	0	0	0	0	0	0	1
Meda-Care Transportation, Inc.	23	21	23	19	22	31	34	28	25
Universal Transportation Systems	12	9	7	3	1	7	1	0	6
Valley Transport LLC	11	19	18	23	29	18	20	18	20
Warren County Community Service	88	84	91	100	104	111	113	112	100
Total Distinct Clients Served	142	140	144	149	157	167	168	158	33



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren 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.	2	1	2	1	1	0	2	1
A Miracle Home Care	80	90	87	113	131	158	167	194
Assisted Care by Black Stone of CIN	57	39	50	41	31	25	34	23
Heavenly Helpers	0	0	0	0	0	3	11	1
Helping Hands Private Duty Homecare	15	2	1	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	15	13	14	11	8	7	4	4
Nova Home Care	1	6	1	8	4	3	3	3
Prime Home Care, LLC	0	0	0	1	1	0	2	0
Quality Care	20	7	11	7	11	4	9	6
SH of Southern Ohio LLC	18	19	28	28	28	19	38	28
Superior Home Care, Inc.	6	5	3	3	3	3	2	3

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	19	14	15	13	7	0	0	0
Mayerson JCC (Jewish Community Center)	1	9	4	12	9	11	7	14
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	1	22	23	26
Warren County Community Service	270	301	290	384	380	332	407	376

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	2	5	4	10	0	0	0	0
Kemper Shuttle Services	1	0	1	1	0	0	0	0
Meda-Care Transportation, Inc.	21	27	23	17	17	23	19	26
Universal Transportation Systems	10	7	9	4	6	2	1	0
Valley Transport LLC	9	11	6	16	9	20	15	17
Warren County Community Service	50	70	52	72	83	65	87	80



Provider Quality Report: Satisfaction Metrics¹

Warren 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.	80.0%	100.0%	60.0%	No Data	90.0%	No Data	100.0%	No Data
A Miracle Home Care	92.0%	87.1%	95.3%	94.7%	96.7%	97.0%	95.6%	94.7%
Assisted Care by Black Stone of CIN	90.7%	85.7%	86.7%	87.5%	89.0%	95.8%	92.5%	96.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	93.3%	95.3%	0.0%
Helping Hands Private Duty Homecare	92.3%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	96.7%	98.3%	99.1%	98.6%	100.0%	90.0%	100.0%
Nova Home Care	100.0%	86.7%	70.0%	80.0%	72.5%	25.0%	71.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	50.0%	100.0%	No Data	100.0%	No Data
Quality Care	70.6%	80.0%	84.0%	63.5%	85.9%	97.5%	86.5%	88.3%
SH of Southern Ohio LLC	94.1%	94.3%	94.0%	99.0%	98.0%	96.3%	96.9%	94.7%
Superior Home Care, Inc.	100.0%	96.7%	96.7%	95.0%	100.0%	100.0%	85.0%	96.7%

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
A Best Home Care, Inc.	No Data	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	86.6%	79.7%	96.7%	96.5%	96.9%	97.5%	97.8%	94.0%
Assisted Care by Black Stone of CIN	84.3%	75.0%	80.0%	83.9%	87.5%	93.3%	87.5%	93.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	No Data	75.0%	75.0%	50.0%	50.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	61.5%	85.7%	85.7%	80.0%	80.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	86.7%	95.5%	100.0%	100.0%	88.2%	100.0%	91.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	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%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	87.0%	76.6%	95.2%	96.6%	96.6%	99.2%	95.9%	94.0%
Assisted Care by Black Stone of CIN	80.4%	70.0%	79.5%	79.3%	82.6%	94.4%	86.4%	88.9%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	84.6%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	No Data	75.0%	25.0%	66.7%	33.3%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	75.0%	100.0%	100.0%	83.3%	87.5%	100.0%	87.5%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	94.7%	93.8%	92.6%	88.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	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

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	87.5%	84.3%	88.4%	91.0%	88.1%	96.1%	92.5%	89.1%
Assisted Care by Black Stone of CIN	91.2%	87.2%	79.6%	89.7%	90.0%	100.0%	90.3%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data
Helping Hands Private Duty Homecare	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	50.0%	100.0%	37.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	61.1%	71.4%	60.0%	57.1%	72.7%	100.0%	66.7%	83.3%
SH of Southern Ohio LLC	83.3%	100.0%	96.4%	100.0%	100.0%	100.0%	97.0%	96.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	98.8%	98.9%	100.0%	99.1%	99.2%	98.7%	98.8%	99.0%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	100.0%	97.8%	98.8%	98.2%	99.2%	97.4%	97.0%	97.9%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	75.0%	66.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	88.2%	71.4%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	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

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.5%	94.4%	100.0%	99.1%	98.4%	96.1%	95.7%	96.3%
Assisted Care by Black Stone of CIN	96.5%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	75.0%	No Data	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	76.5%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	96.4%	96.4%	92.9%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	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%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	95.0%	92.0%	96.5%	99.1%	99.2%	96.1%	96.9%	97.9%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.6%	100.0%	100.0%	95.2%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%
SH of Southern Ohio LLC	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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
A Best Home Care, Inc.	No Data	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	86.9%	76.1%	85.5%	77.9%	95.1%	94.6%	95.5%	91.4%
Assisted Care by Black Stone of CIN	73.9%	50.0%	58.3%	55.2%	63.6%	77.8%	76.9%	86.7%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data
Helping Hands Private Duty Homecare	92.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	83.3%	66.7%	83.3%	100.0%	85.7%	100.0%	No Data	100.0%
Nova Home Care	100.0%	83.3%	No Data	62.5%	50.0%	No Data	33.3%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	43.8%	42.9%	44.4%	No Data	37.5%	75.0%	66.7%	50.0%
SH of Southern Ohio LLC	63.6%	66.7%	73.3%	93.8%	100.0%	92.3%	85.2%	81.0%
Superior Home Care, Inc.	100.0%	66.7%	66.7%	50.0%	100.0%	100.0%	No Data	66.7%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

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%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	90.0%	86.2%	95.3%	92.8%	96.0%	96.1%	92.7%	92.7%
Assisted Care by Black Stone of CIN	91.2%	92.3%	82.0%	89.7%	90.0%	96.0%	93.8%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	66.7%	100.0%	62.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	64.7%	85.7%	70.0%	42.9%	90.9%	100.0%	77.8%	66.7%
SH of Southern Ohio LLC	94.4%	94.7%	92.9%	100.0%	96.4%	94.7%	100.0%	96.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	91.3%	85.4%	96.5%	96.4%	98.4%	98.0%	93.3%	94.8%
Assisted Care by Black Stone of CIN	94.6%	92.3%	88.0%	87.2%	90.0%	96.0%	90.6%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%	No Data
Helping Hands Private Duty Homecare	85.7%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	100.0%	87.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	70.6%	85.7%	80.0%	28.6%	90.0%	100.0%	88.9%	83.3%
SH of Southern Ohio LLC	100.0%	100.0%	89.3%	100.0%	96.3%	94.4%	93.9%	92.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	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

Warren 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	88.6%	83.6%	88.2%	85.5%	67.9%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	87.5%	100.0%	96.9%	100.0%	98.6%	100.0%	87.5%	98.2%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.7%	96.7%	99.0%
Warren County Community Service	99.4%	98.7%	98.6%	99.1%	99.2%	99.1%	99.0%	99.6%

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%	88.9%	90.0%	85.7%	57.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	94.4%	100.0%	100.0%
Warren County Community Service	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%	99.5%	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	73.7%	71.4%	86.7%	69.2%	71.4%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	92.9%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	90.9%	91.3%	96.2%
Warren County Community Service	98.9%	97.3%	96.9%	97.9%	99.2%	97.3%	98.0%	98.7%

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	100.0%	83.3%	78.6%	100.0%	71.4%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	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	100.0%	85.7%	90.0%	85.7%	42.9%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	94.4%	100.0%	100.0%
Warren County Community Service	99.1%	98.8%	99.6%	100.0%	99.7%	100.0%	99.5%	99.7%

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	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%	92.3%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	100.0%	99.3%	99.0%	99.7%	99.4%	99.5%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	68.4%	64.3%	80.0%	69.2%	57.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	71.4%	92.9%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.5%	91.3%	96.2%
Warren County Community Service	98.5%	96.3%	95.8%	97.4%	96.8%	96.7%	96.8%	98.7%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	94.7%	100.0%	100.0%	91.7%	85.7%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.3%	99.0%	98.3%	99.0%	98.4%	100.0%	99.8%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
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	72.2%	75.0%	80.0%	90.0%	57.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.2%	90.9%	100.0%
Warren County Community Service	99.6%	98.3%	99.3%	99.7%	99.7%	99.1%	99.5%	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

Warren 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	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	90.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	98.0%	96.5%	94.2%	100.0%	99.3%	98.6%	100.0%	98.5%
Universal Transportation Systems	93.9%	87.1%	75.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	98.0%	95.5%	95.0%	99.4%	97.8%	94.1%	89.2%	94.3%
Warren County Community Service	99.4%	100.0%	99.8%	99.7%	99.6%	99.8%	99.8%	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	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.0%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	81.8%	83.3%	100.0%	100.0%	94.1%	85.7%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	97.2%	100.0%	98.8%	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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	88.9%	88.2%	85.7%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	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.

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%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%
Universal Transportation Systems	100.0%	85.7%	77.8%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	92.9%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	100.0%	98.3%	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%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%
Universal Transportation Systems	100.0%	85.7%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.6%	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

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	95.2%	100.0%	92.9%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	85.7%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	90.9%	83.3%	93.8%	100.0%	94.1%	84.6%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%
Universal Transportation Systems	90.0%	71.4%	44.4%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	80.0%	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	98.5%	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

Warren 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%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.3%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	88.2%	85.7%	92.9%
Warren County Community Service	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
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	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.3%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%
Universal Transportation Systems	88.9%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	85.7%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	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

Warren 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



4601 Malsbary Rd
Blue Ash, Ohio 45242
(513) 721-1025
(800) 252-0155
www.help4seniors.org

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

Client Census:

- Program year 2024 – is projected to end the program year with a census of 2,106 (Fast Track 23 Clients and Traditional ESP 1,993) clients being serviced monthly. This represents a net increase growth of 31 clients (or 1.5%) for the year. We estimate total clients served to be 2,812.
- Program year 2025 – census is project to grow to 2,040. This is an increase of 24 clients (1.2%). This projection is based on a monthly average increase in census since January 2024. Total clients served during the year is estimated to be 2,843.

Tax Levy Revenue:

- The amount of Tax levy money needed in 2025 is \$9.7 million, which is an increase of \$1.0 million or 12.2% when compared to the 2024 projected spending.

Client Co-payment:

- Are projected to be \$180,456 which is higher than our current amount of \$173,247 projected for 2024.

Client Donations:

Donations are collected for home delivered meals. Donations are projected to be \$26,500 in 2025. We are seeing no change to the amount of \$26,500 which is projected for 2024.

Interest Income:

Is projected to be \$16,523 which is lower than the current projected amount of \$22,103 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 \$101,072 from 2024.

Provider Services:

- The budget for provider services assumes no change to the current service package. We are projecting a growth of 7.6% in this category when compared to current spending projections. We are expecting growth in home care, and consumer directed care serving a backlog of clients who are enrolled but waiting on a provider with available staffing. The one-time Healthy Aging funding is also ending in 2024. We will be losing \$288K from this funding source.

Intake & Assessment:

- Spending is projected to grow to \$120,081 in 2025, which is an increase of \$17,583 (17.2%) from 2024 projected spending.

Fast Track Case Management:

- Spending is projected to be \$114,254 in 2025, which is an increase of \$2,506 (2.2%) from 2024 projected spending. The program is maintaining the number of clients being serviced.

Care Management:

- Is based on a rate per client serviced. The budget amount reflects the staffing needs based on the number of clients enrolled in the program.

COA Administration:

- Is budgeted to be \$631,213. This is an increase of \$34,873 (5.8%) when compared to the 2024 budget. This is based on 6.5% rate of combined services of intake, care management, fast track home, and provider services.

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

	2025 Proposed Budget	2024 Budget	2024 Projected	% Change	
				2025 Budget to 2024 Projected	2025 Budget to 2024 Budget
Revenue					
Warren County Levy					
Levy Appropriations	\$ 9,748,448	\$ 9,031,885	\$ 8,690,505	12.2%	7.9%
Total County Levy Funding	9,748,448	8,897,313	8,690,505	12.2%	9.6%
Client Co-Payment	180,456	200,343	173,247	4.2%	-9.9%
Client Donations	26,500	21,561	26,500	0.0%	22.9%
Interest Income	16,523	24,607	22,103	-25.2%	-32.9%
Total Title III and State Funding	370,248	492,400	471,320	-21.4%	-24.8%
Total Revenue	\$ 10,342,176	\$ 9,636,224	\$ 9,383,676	10.2%	7.3%
Expenses					
Client Services					
Intake & Assessment	\$ 120,081	\$ 108,437	\$ 102,498	17.2%	10.7%
Care Management	\$ 1,854,240	\$ 1,844,852	1,798,076	3.1%	0.5%
Fast Track Case Mgt	\$ 114,254	\$ 151,139	111,748	2.2%	-24.4%
Provider Services	7,622,388	\$ 7,353,898	7,086,672	7.6%	3.7%
Healthy Aging Grant	\$ -	\$ (283,870)	(288,032)		
Total Client Services	9,710,963	9,174,456	8,810,963	10.2%	5.8%
COA Administration	631,213	596,340	572,713	10.2%	5.8%
Total Expenses	\$ 10,342,176	\$ 9,770,796	\$ 9,383,676	10.2%	5.8%
W.C.C.S. Contract subtotal					
Intake & Information	\$ 120,081	\$ 108,437	\$ 102,498	17.2%	10.7%
Case Management	1,854,240	1,844,852	1,798,076	3.1%	0.5%
Total Contract Amount	\$ 1,974,321	\$ 1,953,289	\$ 1,900,574	3.9%	1.1%

<p>Average Daily Census for 2025 is projected to increase by 1% from 2024 year end Projections A 2% contingency is added to account for deviations in client enrollment and cost assumptions.</p>
