



2020 Year in Review

As 2020 comes to an end, we are excited to share this Year in Review to highlight the outstanding accomplishments throughout the Company. In many ways, 2020 has been an unprecedented year, both in the marketplace and within CareStar. There were challenges presented that could not have been anticipated.

Despite these challenges, throughout the year, CareStar has continued to establish our key mission of “Improving Communities by Improving Lives,” and the below report will demonstrate all the incredible ways each program or function of our business contributed to this goal. CareStar demonstrates daily an unwavering commitment to the individuals we serve. Their need for services, supports, resources, connections and care are amplified many times when faced with challenges that most would deem a minor disruption or obstacle. It also reiterates our key philosophy that it is through our five (5) Core Values of Fairness, Integrity, Innovation, Service and Respect (represented by the five (5) points of the CareStar Star) that these great accomplishments are possible.

CareStar is blessed with employees who possess the resilience, knowledge and skills to overcome the challenges faced on a daily basis and is blessed to be recognized by our peers for the work performed. Therefore, CareStar hopes you read this with pride and confidence as the Company continues along a successful path to increasing and expanding the ways we can improve the lives and communities we are fortunate to touch and impact! Join us in celebrating 2020 and looking forward to a great 2021!

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Clinical Operations

TRANSITIONAL SERVICES

Community Living Services, HOME Choice Needs Assessments and Transition Coordination

Throughout 2020, the Transitional Services Department has Improved Communities by Improving Lives by assisting individuals in achieving greater independence and inclusion in their communities through continued service to the HOME Choice Program. Despite the challenges the global health crisis presented this year, Transitional Services has exercised adaptability by modifying program framework to adjust to the emergency protocols implemented for the safety of the general public, while continuing to meet the needs of those we serve with excellence.

In 2020, CareStar Community Living Specialists have served over 650 nursing facility residents by helping identify their needs and preferences for community living through the facilitation of one-on-one interviews. Community Living Specialists connect individuals to needed local resources and provide information to increase residents' awareness of the programs and services available, helping them make informed decisions about transition planning.

CareStar staff have completed HOME Choice Needs Assessments for nearly 800 individuals throughout 2020. HOME Choice Assessors gather information pertaining to the individual's strengths and barriers to determine his or her community living potential. This information is closely examined and ultimately used to make a recommendation for participation in the Program.

Individuals who are enrolled in HOME Choice are referred to a Transition Coordinator, who provides hands-on assistance facilitating a safe and sustainable move to a Home and Community-Based Setting. CareStar Transition Coordinators have served over 830 individuals in 2020, helping participants develop transition goals, overcome barriers to achieving those goals and guiding individuals through the complex discharge planning process.

Through this intensive support, the Ohio HOME Choice Program has transitioned over 14,300 individuals from facility settings since program inception, and Ohio's rank in the Long Term Services and Supports (LTSS) State Scorecard rose from 24th in 2017 to 19th in 2020. As one (1) of Ohio's two (2) Transition Coordination agencies since July of 2019, CareStar has played a key role the State's success. Further, the State was recently presented with the Pacesetter Price by the Scan Foundation as the State most improved in the dimension of Effective Transitions. The Transitional Services Department is proud of the accomplishments achieved in 2020 and looks forward to a bright future for HOME Choice in 2021 and in the years to come.

Multiple Sclerosis Case Management

CareStar's excellence in Case Management led to further expansion and collaboration with the National Multiple Sclerosis (MS) Society in 2020. CareStar received our first referrals for MS Case Management in Pennsylvania this year, in addition to the States previously served, including Ohio, Indiana, Illinois, Kentucky and Georgia. As involvement in this program continues, CareStar is delighted by the impact this partnership makes on improving the quality

of life of individuals affected by Multiple Sclerosis. CareStar has served over 30 individuals in 2020 alone with case management services.

Hamilton County Senior Patient Navigation

Last year, Hamilton County (OH) Senior Patient Navigation Services launched with the goal of helping aging individuals navigate the complex medical care system, while addressing social and economic barriers impacting an individual's health and wellbeing. As a result of the Hamilton County Senior Services Levy, CareStar's Patient Navigators could assess the risks and barriers posed by the Social Determinants of Health to develop goals with participants that can be accomplished through support, advocacy, teamwork and education.

Participation in Patient Navigation Services has increased dramatically throughout 2020. Of the more than 230 seniors enrolled since program inception, over 90% were referred to CareStar this year. CareStar continues to see growth in the program census. CareStar Patient Navigators are actively serving over 100 individuals at this time, the highest monthly program census to-date, with increased growth anticipated in the future.

Looking forward to 2021, CareStar will continue strong marketing efforts to increase outreach and awareness of the Program, developing additional partnerships with local community organizations with the goal of positively impacting the community.

COMMUNITY TO HOME PROGRAM (PA)

Community to Home is a newer program to CareStar that was established in the late fall of 2019 to provide community health services to Children and Youth with Special Health Care Needs (CYSHCN) and their families, who live in rural regions of Pennsylvania and have experienced difficulty accessing resources in the regions where they live.

Since its official launch in March 2020, there has been growth within the program's staff and the clients served. Currently, the Community to Home staff consists of two (2) supervisors and five (5) Community Health Workers serving five (5) regions in the State of Pennsylvania. In 2020, Community to Home has accepted more than 25 families into the Program and has accumulated over 100 hours in community and client interactions. Within this Program, CareStar has improved communities by improving lives by connecting these families with life changing services. These include, but are not limited to, such services as accessing transportation, child health management, social and employment skills preparation and making connections to public aid programs, just to name a few. Community to Home continues to reach out into the public for Program promotion and attempts to create strong business relationships and collaborations with an array of community entities.

Community to Home has had to overcome numerous hurdles due to the COVID-19 pandemic. With the launch of the Program coinciding with the shutdown and stay at home orders early in the year, the Community to Home has steadily achieved growth in the program and census in the Commonwealth of Pennsylvania.

SICKLE CELL DISEASE COMMUNITY-BASED SUPPORT PROGRAM (PA)

In August of 2020, CareStar was awarded contracts for the Northwest and Southeast Regions of the State of Pennsylvania to provide services for the Sickle Cell Disease Community-Based Support Program. This program is designed to provide services and supports for Pennsylvania residents living with Cooley's Anemia, Cystic Fibrosis, Hemophilia, Sickle Cell Disease, Spina Bifida and neuromuscular and orthopedic conditions, so they can live healthy and productive lives. CareStar and the Pennsylvania Department of Health are finalizing language to sign the contract before the end of the year to formally begin providing services. New CareStar staff have been hired for this program and training materials, needs assessments and care plans are being finalized as we prepare to begin providing services for this program to serve the eligible residents of the State.

CareStar looks forward to providing premium services that will promote this new program to become a long-term staple for the Commonwealth of Pennsylvania.

OHIO INTAKE AND ASSESSMENTS

Ohio Home Care Waiver Intake

Through November 2020, the Intake Department and Administrative Services Team received and processed over 3,641 Alerts for the Ohio Home Care Waiver Program (OHCP). The Intake Department through its staff of five (5) full-time Assessors, approximately 17 Flex staff, and QI Supervisors, have conducted over 2,400 assessments. These assessments resulted in approximately 950 new case management enrollees through November 2020. The CareStar Intake Department and many other contributors have made level-of-care determinations statewide, allowing many Ohioans to remain in their homes safely and as independently as possible.

Single Entry Point (SEP) Program

Through CareStar's partnership with the Ohio Benefits Long-Term Services and Supports Department, the Single-Entry Point (SEP) Program served more people in 2020 than in past years. The SEP work is telephonic and entails the completion of a long-term services and supports questionnaire (LTSSQ) and Support Navigation, where employees assist individuals with navigating the complex healthcare and service network. The Team received and processed 5,400 referrals through November 2020 and were able to send referrals and community resources to support members of the community throughout the State of Ohio. This represents 38% growth from 2019. With the difficulties of 2020, it is good to see that people can still reach out for assistance to get the help they need.

Buckeye Diabetic-HEDIS

CareStar continues to partner with the Buckeye Community Health Plan to assist Buckeye members, diagnosed with Diabetes, to obtain maximum health. The goal of this partnership when working with the Buckeye members diagnosed, and admitted with Diabetes is to assist in removing barriers to healthcare to achieve a decrease in their HbA1c levels to below nine (9). By focusing on all conditions surrounding the member and providing interventions that address the social determinants of health, it can improve the individual's overall health. CareStar has

been assigned approximately 438 members to attempt outreach this year. From these outreach efforts, CareStar has enrolled 79 members in ongoing case management and are now assisting 101 members. CareStar has worked to decrease barriers and achieve lower HbA1c levels with each member.

Buckeye Assessments

CareStar's Intake Department collaborated with the Buckeye Community Health Plan in February 2020 to complete initial and annual telephonic Health Risk Assessments (HRA's) for their members. Since this time, CareStar has received and processed approximately 22,900 referrals. Through November 2020, staff have completed a total of 3,925 HRA's including 457 assessments on other Buckeye members in the home and not on the original referral list. CareStar's goal is to continue its partnership with the Buckeye Health Plan and provide quality assistance to help ensure they meet the requirements for the Centers for Medicare & Medicaid Services (CMS).

Ohio Department of Developmental Disabilities (DODD) Options Counseling Program

Throughout 2020, CareStar continued our contract with DODD to provide Options Counseling. In September, CareStar received an additional list of 1,005 referrals for individuals residing in 8-bed intermediate care facilities (ICF). Due to the COVID-19 pandemic, these facilities were closed to all visitors and CareStar had to adjust how we completed Options Counseling. Video conferencing was introduced as a way to complete Options Counseling during this time and continues to be an excellent alternative to face-to-face visits. In 2020, Community Options Specialist counseled 224 residents and their families on potential alternatives to residing in an ICF. CareStar will continue to complete Options Counseling into 2021.

OHIO HOME CARE WAIVER CASE MANAGEMENT

CareStar Ohio Home Care Waiver Case Management Improved Communities by Improving Lives through our dedication to ensuring that program individuals received needed services in their homes to ensure their health and safety. The COVID-19 Pandemic challenged our staff and required significant adjustments in the delivery of our case management services. Case Managers, Team Based Case Managers, Clinical Supervisors and Clinical Managers maintained telephonic contact with all individuals, and continued to complete thorough reviews, event-based updates, and annual assessments through telephonic means, oftentimes utilizing video options when possible for the individual. OHC staff worked closely with home health care providers and other community agencies to ensure the health and safety of program individuals. During 2020, the Ohio Home Care Program continued to see growth in new enrollees. 27 new Case Managers were hired during 2020. The Clinical Supervisory team also expanded by adding three (3) Clinical Supervisors, all of which were filled by the promotion of Case Management staff in 2020. OHCP Case Managers and Supervisors provided ongoing supervision and support to six (6) Social Work Students across the State in 2020.

Home Modification Department

The Home Modification Department saw growth and expansion in 2020 with the addition of new staff to ensure excellent coverage statewide. The Home Modification Team worked closely with Ohio Home Care Case Managers to address the home modification, vehicle modification, specialized medical equipment and home maintenance and chore needs of individuals across the State. The Home Modification Department processed over 1,500 requests in 2020. The Home Modification Department Improved Communities by Improving Lives by increasing individual's independence and safety within their homes, and in providing safe access to the community.

OHIO CLINICAL UTILIZATION SERVICES

Appeal Hearings

CareStar Hearing Representatives exemplify Fairness and Respect when they are present at all State Appeal Hearings to explain adverse actions taken by CareStar. Hearings are completed for OHC and SRS which include intake denials, home modification denials, reductions, terminations or denials of a service. Through the end of November 2020, CareStar has been involved with 523 hearings, an average of just over 47 hearings per month. Due to COVID protocols this is slightly below normal.

The Clinical Utilization Services Department implemented significant changes in 2020 to improve efficiency. They utilized CareStar's core value of Innovation to improve access, develop workflows and ongoing weekly and bi-weekly update resulting in better hearing, decision and compliance execution and tracking. Changes to the hearing tracking have de-centralized the process and offered much better cross-coverage for each task!

Prior Authorizations

292 Prior Authorizations were processed through mid-November 2020. 267 of these required submission to ODM for review. 100% of the prior authorizations submitted to ODM were approved! This speaks volumes to CareStar's SERVICE and FAIRNESS to those enrolled on the OHC Program.

Case Manager Education

With the significant and consistent changes occurring in healthcare, the need for an expanded knowledge base and more frequent updates for Case Managers related to utilization topics was recognized in 2020. These topics include, but are not limited to, coordination of benefits, securing accurate funding on service plans, assessing unstable medical conditions and completing prior authorizations. This led to the creation of the weekly "Lunch and Learn" series. Due to the positive reception of these sessions with both new and existing CMs, the weekly format was recognized as beneficial for onboard training and offering ongoing support for clinical staff in other subjects. The Education Department, Clinical Managers and Clinical Utilization Services worked collaboratively to identify key areas of training, review available material, create new training material when needed and develop a Training Program that provides new Case Managers with an ongoing weekly training session through their first six months of employment.

SPECIALIZED RECOVERY SERVICES PROGRAM (SRSP)

Throughout 2020, the Specialized Recovery Services Department Improved Communities By Improving Lives by providing ongoing care coordination, personal connection, encouragement and hope to individuals served. As 2020 comes to a close, the Specialized Recovery Services Program (SRSP) is proud to serve a census of nearly 9,200 individuals. The census growth this year resulted in 51% Departmental growth!

SRSP staff shifted job responsibilities to reflect the needs of our individuals during the COVID-19 Pandemic. SRSP implemented emergency protocols to verify program eligibility with completion of telephonic assessments, 3-ways calls to providers and processing referrals with the best interest of the individual in mind. SRSP staff assisted Individuals through this challenging time. Staff have comforted and assisted Individuals who have felt lost and abandoned, sad and depressed, have lost loved ones, been excessively institutionalized, are extremely ill or are just working through everyday struggles. SRSP staff provide information in ways that are easy to understand, helping individuals make informed decisions so their health, longevity and quality of life could be improved.

SRSP staff continued to work tirelessly to maintain contact with our individuals throughout this past year. SRSP staff are flexible and creative in meeting individuals where they are in life. This was been made possible with the use of technology and ongoing collaboration with Managed Care Providers, Medical Providers, Behavior Health Providers and Natural Supports. SRSP staff assist in navigating Medicaid processes, connecting individuals with essential resources and treating our individuals fairly to help them meet their goals.

SRSP staff support one another, so we can maintain strength to care for others. SRSP staff are knowledgeable and grounded to continue doing essential work. SRSP staff strive every day to maintain the CareStar philosophy. Community Services activities included preparing, packaging and serving food, making and delivering blankets and Volunteer Guardianship work.

Mike Swiderski Retirement

The end of 2020 sadly marks the end of the tenure at CareStar of Mike Swiderski, LISW-S, Clinical Manager. We wish Mike well in his Retirement, are grateful for his significant contributions to CareStar and proud to call him a friend. Mike joined CareStar in 2007 as a Case Manager for the OHCP. Mike was promoted to Clinical Supervisor and then Clinical Manager of OHCP. In 2016, Mike became the Clinical Manager for the new statewide SRS Program. Mike not only led the development of CareStar processes and protocols and staffing for the program, he is the Program expert for the Ohio Department of Medicaid (ODM), who often call upon Mike to provide his perspective and guidance on program related issues. Thank you, Mike for your service to CareStar! You have definitely lived our mission of Improving Communities by Improving Lives and have been an incredible mentor, role model and leader for the organization!

INTENSIVE SUPPORT COORDINATION/SUPPORT COORDINATION PROGRAM

Throughout 2020, ISC Program staff Improved Communities by Improving Lives by remaining focused and resilient. Here is how we did it!

The year presented many challenges in Georgia, but offered many rewards for our trouble. Georgia was no exception to what the rest of the world encountered with COVID-19 and we, too, had to remain nimble in the face of it. Because we employ a “boots on the ground” philosophy, placing us out in the community, we are accustomed to using all senses to monitor, assess, and evaluate situations and individuals. However, we had to learn to ensure the health and safety of the individuals for whom we have oversight responsibility, with limited or no sense of “sight.” We



are fortunate to have access to HIPAA-compliant videoconferencing technology, supported by CareStar Information Technology (CSIT). We used this technology to visualize individuals and their environment, whenever feasible, which was the next best thing to being there. However, technological connectivity was not always an option. In those instances where no videoconferencing was available, due to technological limitations of the provider or individual/family, it often felt like we were driving a car with blinders on. Nevertheless, we quickly learned to navigate proficiently during phone conversations by asking the questions and having the discussions that allowed us to “see” the individual clearly. After approximately eight (8) months of shutdown, we resumed visits in December for those individuals who were prioritized for an in-person, face-to-face visit. As essential workers, we will don our face masks and execute the task of conducting in-person visits in fulfillment of our obligation to those we serve, DBHDD, our profession, and ourselves in a prudent, safe and efficacious manner.

Despite the aforementioned challenges, we were able to grow the program by leaps and bounds and exceed our projected census. We accepted 71 SC referrals and 13 ISC referrals throughout the year (total of 84), growing by 34%, which was double our forecasted growth. We are on track to continue this growth next year. We recognize the need to scrutinize our acceptance of referrals and balance growth with revenue based on the ISC Program’s reimbursement structure.

With the census growth, comes the need to onboard more team members for program compliance. To do this, we added a net of five (5) ISC team members. It has been exciting to welcome phenomenal professionals to Team CareStar. We are securing one additional ISC Clinical Supervisor to round out our Georgia Leadership team.

Understanding that there will still be hills to climb and barriers to overcome related to COVID-19, we will continue to work together as a team and strive even more diligently to keep individuals healthy and safe in the community. Bring it on, 2021... We are ready!

SUPPORTS OF COMMUNITY LIVING (SCL) AND MICHELLE P WAVIER PROGRAMS

In 2020, CareStar Kentucky Improved Communities by Improving Lives through involvement with Human Rights Committee and Behavioral Intervention Committee participation. By participating on these committees, the rights of individuals are protected in a systematic manner. This ensures Behavior Support Plans present learning opportunities, offer positive replacement behaviors and detail the function of each behavior providing the greatest opportunity for success for the individual. CareStar continues participation in the Supports of Community Living (SCL) and Michelle P Waiver Programs.

INDIANA CLINICAL SERVICES

Throughout 2020, Indiana Improved Communities By Improving Lives as we demonstrated the importance of partnerships with the individuals we serve and the stakeholders with whom we collaborate. 2020 started off with 10 Case Manager volunteering at Night To Shine. We were able to see the people we support dressed for a “prom,” looking, and feeling fancy and special. They in turn were able to see their Case Managers as their cheerleaders, admirers and that we were there for them. A month later we were able to demonstrate our partnership in a new and exciting way: virtual meetings. Numerous individuals found their voice during virtual meetings, facilitating and leading the meetings to a much greater degree than during in-person meetings. As the need for continued precautions stretched into months, Case Managers offered face-to-face meeting opportunities. When individuals or families asked to see their Case Managers meetings were held in parks, on front porches, and in parking lots. Implementing services, such as family as paid support staff for their children, virtual music, behavioral and recreational therapies, mask wearing, monthly health checks, Case Managers partnered with individuals, teams and State Divisions to meet new kinds of needs. CareStar has been an advocacy partner with Family Voices annual conference, become a member of Indiana Home and Hospice Care Association, and the “go to” case management provider for several Personal Service/Home Healthcare providers.



Indiana satisfaction surveys continue to demonstrate that individuals' lives are improved by the services CareStar provides. Satisfaction with services provided in both developmental disability and medical model waivers remain at 97%. Indiana has experienced steady growth in both programs, showing almost a 10% increase in total census and departmental staff.

Indiana Clinical will continue to Improve Communities By Improving the Lives of those we are able to shine hope into. May Peace be with you.

Personal Services

In 2020, CareStar Personal Services Improved Communities By Improving Lives by expanding in-home personal care services to the communities of Northern Kentucky, Cincinnati, and the surrounding areas. Operating out of Fort Wright, KY, a dedicated Team of Caregivers provide friendship, companionship and care to those who need it the most. In the face of a global pandemic, CareStar Personal Services has been motivated to ensure the safety and wellbeing of those we serve and our Team members. Protective equipment, enhanced social distancing and caring Team members allowed those we serve to stay connected, receive much needed help and build a stronger sense of community. CareStar Personal Services remains committed to expanding our much-needed services through continuing to partner with new Caregivers, organizations and government agencies. During 2020, CareStar has pursued and has been awarded certification for Clermont County Personal Care Services. Further, certification has been awarded through the Veterans Administration Personal Care Services for areas in Northern Kentucky and Ohio.

Support Services

Support Services has made some incredible improvements throughout the year. The Team is involved in many internal factors for our organization, as well as our communities. Our Team is a crucial part in facilitating the OHC, SRS and DODD waivers, and will soon be assisting in Pennsylvania Programs. Support Services staff began assisting Personal Services this year.

Our Support Services team assists with over 110 tasks and projects, a 22% increase from last year, due to expanding our business and responsiveness to the new COVID-19 regulations. These tasks range from dealing with the above-mentioned waiver programs, Billing, Customer Service, mailing, internal audits, Marketing, data entry and research. Support Services Supervisors ensure team members are cross-trained in many areas to maintain and improve efficiency.

The Support Services Department is made up of full-time staff and Flex staff of Master, Undergrad and high school students. Our Full-time staff provide the core knowledge and experience of what we do, and the work is supplemented by the Rising Star flex staff. CareStar's Rising Star Internship Program continues to be an integral part of the CareStar administrative operations. CareStar has hosted 50+ Rising Stars in Support Services since beginning the Program in 2017. The Rising Stars contribute to the SEP and Intake Programs, alongside various projects for the Finance and Revenue Cycle Department, IT, CareStar Learning and Human Resources. The Rising Stars are crucial for expanding our business in their work through Marketing, Research and Request for Proposals (RFP).

Quality Improvement Department

Members of the QI Department attend to their job responsibilities as another means of supporting CareStar's mission of "Improving Communities by Improving Lives." During 2020, the QI Team:

1. In conjunction with the Clinical team, conducted 688 clinical record reviews to ensure quality in CareStar's assessment and case management processes and to evaluate the health and safety of individuals served.
2. Is on track to obtain over 2,300 Patient Satisfaction Survey responses across all Programs in the States of Ohio, Indiana, Pennsylvania, Kentucky and Georgia. Satisfaction remains high, with 9.5 out of 10 individuals expressing satisfaction with with CareStar services.
3. In collaboration with CareStar Leadership, continues to monitor and fulfill quality standards as guided through our three (3)-year accreditation from the Commission on the Accreditation of Rehabilitative Facilities (CARF).
4. Conducted over 119 initial assessments for applicants of the Ohio Home Care and Specialized Recovery Services Programs.
5. Assisted in responding to the needs of over 2,200 after-hours callers by answering standard questions or making a referral to the clinical staff member on duty.
6. Completed specialized reviews related to Smoking and Oxygen-Health and Safety Action Plans (HSAPs), Incident Report Trends and Protected Health Information/HIPAA related activities.
7. Participated in the development, coordination and narrative response for six (6) Requests for Proposal (RFPs), or other business development proposals, submitted by CareStar during the calendar year.
8. Served as a resource for the fulfillment of records requests, as well as addressing and monitoring compliance with HIPAA regulations.

The upcoming calendar year promises to be one where the QI Team can continue to make an impact by: developing and implementing program specific, clinical record review tools, as well as collecting, analyzing and reporting quality outcome metrics data across the Programs and States in which we operate.

Business Development and Marketing

Networking and reviewing new business opportunities continued at a high pace, even amid the COVID-19 pandemic. A team of Rising Stars and CareStars helped in reviewing over 2500 bids and grants, as well as other opportunities to continue CareStar's growth. CareStar, through a small army of technical writers, submitted over a dozen proposals and was awarded two (2) contracts for Sickle Cell Disease Case Management in Pennsylvania for the Northwest and Southeast Regions and two (2) Personal Services contracts with the Veterans Administration Continuity of Care Network for Kentucky and Ohio. In addition, to searching for business opportunities, CareStar developed a relationship with the Ohio Alliance for Innovation in Population Health. CareStar and the Alliance collaborated on submitting a proposal for Workforce Development to provide training, in-person and online, for the State of Pennsylvania's Maternal and Child Health Providers. Through networking efforts, CareStar was able to increase enrollment in the Hamilton County Senior Patient Navigation Program. The program was featured on December 9 on a Radio show called *Medicare Moment* on WMKV 89.3 FM, 89.9 FM and www.wmkvfm.org public radio station in Cincinnati. CareStar was also featured in the Heart to Heart Virtual Conference in Indiana.

Research for an effective method to increase CareStar's presence on social media is ongoing. The goal is to steadily increase our presence to share our achievements and help us attain more business and recruit for staff.

In order to provide excellent proposals to bid and grant makers, A training session was held to develop required technical writing skills. If you are interested in helping with writing proposals, reach out to Waleed Fadayel, Director of Grant and Proposal Submissions, at 513-605-1976 or wfadayel@carestar.com.

CareStar received the final IRS approval for CareStar Personal Services (CSCS), a not-for-profit company. The Team is already exploring opportunities to tap into a variety of resources to honor CareStar's commitment: "Improving Communities by Improving Lives"



CareStar continues to be nimble and adaptable to opportunities, while maintaining a high standard of ethical, moral principles that are reflected in each CareStar's work ethic. As a testament to this in November CareStar received the prestigious 2020 BBB Torch Award for Marketplace Ethics. As Pamela stated: "Congratulations to all CareStars."

As we part with 2020, we are thankful to the CareStars for the collaboration and proficiency of knowledge in their fields. Our continued success depends on our ability to work together and to

collaborate with other organizations. Those relationships are crucial to our success and will help us maintain continued growth.

When you have ideas, please share them by sending an email to wfadayel@carestar.com, call or text to 513-605-1976. Also, continue to Like and Share us on Facebook.

Outreach Efforts

ACCREDITATIONS AND AWARDS

- 2020 Torch Award For Marketplace Ethics Award.
- Contribution to the Pacesetter Award For Most Improved in Transitions For Ohio.
- Clean HITRUST Audit for CSIS and CareStar.
- Clean CARF Audit.
- Clean Financial, 401k and ESOP Audit.

CARESTAR GIVES BACK

Internship Programs

CareStar provides a robust Internship Program through which students in various business, healthcare and social work fields can build their resume and contribute to our ability to Improve Communities By Improving Lives. From high school students at DePaul Cristo Rey High School in Cincinnati, OH, to Master's level Social Work and Health Services Administration at Xavier University in Cincinnati, OH, CareStar interns complete valuable tasks that support Operations, Finance, Human Resources, Business Development and Marketing. There isn't a business function interns do not see, experience and positively impact. The list of schools and universities has increased each of the last four years and are listed below:

- DePaul Cristo Rey High School.
- LaSalle High School.
- Elder High School.
- Cleveland State University.
- Indiana University.
- Indiana Wesleyan University.
- Xavier University.
- University of Cincinnati.
- Ohio State University.
- Dayton University.
- Mount St. Joseph University.
- Northern Kentucky University.
- Ohio Christian University.
- Cincinnati State and Technical University.
- Spring Arbor University.

These strong partnerships also play a key role in CareStar's long-term recruiting strategy where the experience gained through the internship qualifies them for roles in Clinical or Administrative Departments.



Josephine Walters Scholarship Fund

The Josephine Walters–CareStar Scholarship Fund (JWSF) has been a long-standing philanthropic effort to ensure a supported education for future nurses and social workers that are the future of our profession. This endowed scholarship provides tuition assistance to area colleges in the communities we serve. Scholarships are awarded to applicants who have academically excelled in their individual nursing programs and need additional funding to complete their courses of study.

The JWSF was created by CareStar's original founder, Thomas J. Gruber, and his family in 1992. Since its inception in 1993, continuing through today, this fund has distributed more than \$525,000 to hundreds of students in need, largely through the donations of employees, friends, partners, and business associates of CareStar. Further, CareStar has expended efforts to further the Fund through administrative and operational support, as well as employees serving on its Board of Directors. Unfortunately, CareStar was recently notified by The Gruber Family that the scholarship fund will be discontinued at the end of the 2020 calendar year.

We remain proud of the many Nursing Students that the JWSF and CareStar have supported over the years and believe this leaves a gap in our commitment to give back to the community. As our Company has changed over the years and is expected to continue changing in the future, this provides a great opportunity to align our future contributions with the future of the business. We are currently reviewing alternative ways to maintain our strong community involvement and will communicate any opportunities when they are available.

Ms Wheelchair USA

We continued our great partnership and support of the Ms. Wheelchair USA Pageant. Although the COVID-19 pandemic forced modifications to the Pageant's operations and CareStar's ability to assist through volunteering, CareStar continued its Friend Sponsorship. The Pageant remains an inspiring event demonstrating the contestants' self-confidence, beauty and empowerment. The below words of appreciation from the contestant's help encompass why this is an important event for CareStar. Congratulations to the Dane Foundation for their resilience and ability to complete this great event!

"Thank you so very much for your support of the Miss Wheelchair USA program. Without you, none of the magic and advocacy could happen!" – Dani Rice, MWUSA 2020

"Thank you for supporting the Ms. Wheelchair USA pageant and the Dane Foundation! Without your support we wouldn't be able to achieve such a successful year! We are eager and can't wait what 2020 and 2021 has in store." –Alexandra Rodriguez, Ms. Wheelchair USA Illinois, USA

"Being very thoughtful seems to be your specialty and so this brings with warm appreciation within this thank you that's sincere as it can be. Thank you for your supporting Ms. Wheelchair USA." –Dianna Warren, Ms. Wheelchair USA Ambassador



2020 "Night To Shine" Presented By the Tim Tebow Foundation

The Tim Tebow Foundation sponsors a worldwide event, held at 721 churches around the world, to celebrate people with special needs through an incredible prom night experience. In total, the event honored 110,000 guests in 2020. Over the last two (2) years CareStar's DDRS and A&D Team located in Indiana have celebrated, volunteered and sponsored this event at a local church in their area. The smiles on your faces demonstrate how much this event means to you! Thank you to Barbara Cash and her team for their commitment to this event and the work to help it be a success!

COMMUNITY SERVICE

Each employee and each Department truly embrace the call to service, beyond just the great work performed through CareStar. We are proud that even in the midst of a global pandemic CareStar employees continued to be a helping hand for those who need it most in their communities. In 2020, employees preformed 10,714 hours. It is truly inspirational to see multiple employees in every State CareStar operates have hundreds of Community Service hours. Improving Communities by Improving Lives is not just the Company's mission. It is each employee's personal mission.

The list of organizations served include:

- Best Buddies Citizenship.
- Womens Recovery.
- Schools of all ages.
- Food Banks/Food Pantries.
- Neighborhood Diversity Community.
- Sunday Schools/Church Groups.
- Disability Rights/Advocacy.
- Homeless Shelters.
- Red Cross.
- Angel Tree.
- Cancer Advocacy/Fundraising.
- Cheerleading Coach.
- Swim Coach.
- Soccer Coach.
- Volleyball Coach.
- Girl Scouts.
- Nursing Homes.
- March of Dimes.
- Army National Guard.
- Sorority.
- Indy Honor Flight.
- Shut-In Outreach.
- Alliance for Youth.
- Night to Shine.
- Church Missions.
- Mercy Medical Student Preceptor.
- Disability Swim Lessons.
- Autism Awareness.
- Skip to My Lupus.
- Special Olympics.
- Fellowship Coffee House.
- Union Mission and People.
- Tift-area Soup Kitchen.
- Abundant Life Personal Care Home.
- Mathew 25 Ministries.
- Salvation Army.
- Lambs International Funeral Home.
- James Temple Miracle Center.
- St. Vincent DePaul Franklin County Microloan Board.
- St. Vincent DePaul St. Andrew Conference.
- St. Joseph's Orphanage.
- International Friendship, Inc.
- Trinity Baptist Church.
- Community Food Drives.
- Local Animal Shelters.
- Veteran Meal Services.
- Operation Shoe Box.
- Habitat for Humanity.
- Church Food Bank.
- Clothing Ministry.
- Senior Support.
- Military Christmas Packages.
- English as a Second Language.
- Girls Running Club.
- Samaritan Christmas Boxes.
- Robotics team.
- Dance Academy.
- Football Coach.
- Track Coach.
- High School Choral Program.

- Disability Walk.
- Project Redwood.
- Hospice of Cincinnati
- Mental Health Advocacy.
- Boy Scouts.
- Experience of Care.
- Poll Worker for Elections.
- Brack-Gives-Back.
- Meal Delivery.
- Hospice of Cincinnati.
- Graceland School of Nursing.
- Xavier University Mentorship Program.

CareStar Learning

CareStar Learning continues to provide clinical practitioners in the market a centralized, easy-to-use portal to procure and track continuing education credits. We are proud to announce that revenue for 2020 increased by 10% over 2019. This has been driven by improvements in customer service, provided through the Support Services Department! This has enabled CSL to improve agency retention and increase the number of customers per agency. Further, CareStar Learning has been more active with RFP response business development activities, with special thanks to the Director of Grants and Proposals, who has actively developed relationships with the Alliance on Innovation in Population Health and sought out CareStar Learning-specific RFPs.

As mentioned in the Human Resources Section, the LearnUpon Learning Management System platform, on which CSL is built, also provides great benefit to internal employees for onboarding and ongoing training. The system has been invaluable in eliminating the administrative burden for customers, agencies and the Company to deliver and track compliance to Federal and State certification requirements. It continues to be a great example of how innovation and technology can improve processes, so users and administrators can focus their time on positively impacting the lives of the individuals they serve.

CareStar Information Systems (CSIS)

Throughout 2020 CSIS has continued to meet the demands of all our clients, while still expanding services. CSIS developed and brought to production new applications for each of the following: Hamilton County Senior Support Navigation, Pennsylvania Community to Home, Buckeye Billing and Home Choice. This expansion brought on the need for new positions within CSIS, which resulted in the hiring of a new full-time Developer. In addition, CSIS employees continued to increase their expertise in their field and earned three (3) outstanding certifications; Shane Wright became a Certified SCRUM Developer, Jenny McBee became a Certified SCRUM Product Owner and Logan Phelps became a Certified SCRUM Master and Project Management Professional. We congratulate each of their achievements as they continue to provide excellent service. Finally, 2020 marked another year of continued work with CareStar and CareSource to improve the workflow, functionality and reporting for the OHC and SRS Program applications.

Data Analytics

The Data Analytics Department disseminate data-based knowledge throughout the Company in the form of reports and data visualization. They continue to make progress in eliminating manually prepared Excel spreadsheets, replacing them with automated reports. Data is first

retrieved from source systems, which can be internal, such as applications developed and maintained by CSIS, or through numerous external application APIs. The data is then replicated into a staging area (e.g., Amazon S3 Bucket). From there the data is extracted, transformed and loaded (ETL) using an ETL tool (e.g., Pentaho) into a data warehouse (e.g., Amazon Redshift). Finally, the data is summarized for reporting and distribution, at the times and frequency needed, using a data visualization tool (e.g., Tableau). Data on the Tableau server is much more securely managed and more efficiently maintained than it was with spreadsheets.

Knowledge, understanding and training is needed in order to manage each of the data transfer points listed above. In previous years, CareStar's Data Analysts, Mike Kaminski and Tonia Spring, had obtained various Tableau and Scrum certifications, along with advanced Pentaho training. In 2020, they received the Tableau Desktop Certified Associate certification. The number of reports produced in 2020 have tripled over 2019.



CareStar is a special Company that has seized the opportunity to positively impact the lives of the individuals we serve every day. It is only through each individual's steadfast dedication that this is possible. As CareStar continues to grow, adapt, evolve and more opportunities are presented, the consistent alignment of Mission, Vision and Values between CareStars and the Company will provide a long-term competitive advantage! Thank you for a great 2020 and we wish you health and prosperity for 2021 and beyond!
