



## 2021 Year in Review

As 2021 comes to a close, we are thrilled to share this Year in Review to highlight the incredible achievements throughout the Company. 2021 was a year of continued challenges brought about by the pandemic, but we have learned and continued to grow through it all. In September 2021, we returned to pre-pandemic visit requirements for all programs.

Despite these challenges, CareStar has continued to demonstrate a strong commitment to our mission of “Improving Communities by Improving Lives.” The below communication demonstrates that commitment by showcasing the ways each program or function of our business contributed to this goal. 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 accomplishments continue to be possible, and that CareStar continues to grow.

CareStar is blessed with employees who possess the passion, 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 we perform. 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 2021 and looking forward to an amazing 2022!

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## Clinical Operations

### TRANSITIONAL SERVICES

Throughout 2021, the Transitional Services Department has Improved Communities by Improving Lives through assisting individuals in achieving greater independence and inclusion in their communities under the HOME Choice Program.

In 2021, CareStar Community Living Specialists have served over 400 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 650 individuals throughout 2021. HOME Choice Assessors gather information pertaining to the individual's strengths and barriers to determine their 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 700 individuals in 2021, 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 14,900 individuals from facility settings since program inception, and CareStar has had the pleasure of facilitating the transition of our 10,000<sup>th</sup> individual in October of this year. The Transitional Services Department is proud of the accomplishments achieved in 2021 and looks forward to a bright future for HOME Choice in 2022 and in the years to come.

### **Multiple Sclerosis Case Management**

After the fundraising challenges faced by the National Multiple Sclerosis (MS) Society in 2020 due to the COVID-19 pandemic, CareStar was prepared to experience a slight decline in referrals for MS Case Management in 2021. Fortunately, thanks to a generous gift from the Conrad H. Hilton Foundation, the MS Society's budget was strengthened, leading to continued expansion in this program.

CareStar received our first referral for MS Case Management in West Virginia this year, in addition to the States previously served, including Ohio, Indiana, Illinois, Kentucky and Georgia. CareStar has provided MS Case Management to nearly 50 individuals in 2021, and we are delighted by the impact this partnership makes on improving the quality of life of those affected by Multiple Sclerosis.

Looking forward to 2022, CareStar eagerly anticipates an in-person gathering for Walk MS in the spring, following two (2) years of virtual events. We hope you will join us, showing the world that together, we are stronger than MS!

## **Hamilton County Support Navigation**

In 2019, 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 well-being. As a result of the Hamilton County Senior Services Levy, CareStar's Patient Navigators 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.

Participations in Patient Navigation Services has increased dramatically throughout 2021. Today, CareStar's Patient Navigators are actively serving over 130 individuals, with more than 420 enrollees served this year and 720 seniors enrolled since program inception.



The Patient Navigation Team, pictured here, resumed in-person Team Meetings earlier this year. After several months of videoconferences, meeting together called for commemorating this milestone with a group photo!

### **COMMUNITY TO HOME PROGRAM (PA)**

Community to Home provides community health services to Children and Youth with Special Healthcare Needs (CYSHCN) and their families, who live in rural regions of

Pennsylvania and have experienced difficulty accessing resources in the regions where they live.

In 2021, there has been consistent growth within the program's census as CareStar has served over 90 children and families this year. CareStar has also partnered with several schools, probation departments and community services agencies throughout all 5 regions of the State we serve. 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, accessing transportation, child health management, social and employment skills preparation and making connections to public aid programs, and creation of transition plans for children ages 14 and older in preparation for adulthood. Community to Home continues to reach out into the community for Program promotion and attempts to create strong business relationships and collaborations with an array of community entities. Memorandum of Understandings (MOUs) to create partnerships within the community have also been established and referral pipelines have been provided through these MOUs.

Community to Home has continued to overcome numerous hurdles due to the COVID-19 pandemic during this past year. As restrictions have decreased throughout the year, Community to Home staff have been able to be face-to-face more with clients and the community, which has led to increased growth in the program census in the Commonwealth of Pennsylvania.

## **SICKLE CELL DISEASE COMMUNITY-BASED SUPPORT PROGRAM**

CareStar officially launched the Sickle Cell Disease Community-Based Support Program in March of this year as we were awarded contracts for the Northwest and Southeast Regions of the State of Pennsylvania to provide services for individuals diagnosed with Sickle Cell Disease (SCD). This program is designed to provide services and supports for Pennsylvania residents living with SCD, so they can live healthy and productive lives. CareStar and the Pennsylvania Department of Health are working in collaboration to promote this new program to regional hospital systems, hemoglobin centers, schools, day care centers and other community agencies working with the SCD population. As referrals come into the program, a comprehensive Needs Assessment and a Unified Care Plan are being completed leading to a person-centered service modality, which assists program individuals to live their healthiest lives.

CareStar has seen recent momentum in receiving referrals and building a census within this program and look forward to providing premium services that will promote our Company as the preferred choice for providing services in the Commonwealth of Pennsylvania.

## **OHIO INTAKE AND ASSESSMENTS**

### **Ohio Home Care Waiver Intake**

In 2021, the Intake and Administrative Services Team received and processed over 3,600 alerts through November of 2021 for the Ohio Home Care Waiver Program (OHCP) with approximately 2,400 assessments completed. Assessments have mainly been telephonic due to the COVID-19 Emergency Protocol however face-to-face home visits resumed in September 2021. The Intake Department included six (6) full-time Assessors, nine (9) Flex Assessors and QI Supervisors completing assessments. The Intake Department continues to make referrals and level-of-care determinations Statewide, allowing individuals to remain in their homes safely and independently.

### **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 thousands of Ohioans in 2021. 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 in navigating the complex healthcare and service network. The Team received and processed 5,440 referrals through November 2021 and were able to send referrals and community resources to support members of the community throughout the State of Ohio. With the continuous changes 2021 has brought, people were still able to rely on our services to navigate and guide them through these challenges.

### **Buckeye Health Risk Assessments/ Buckeye HEDIS**

CareStar continues to partner with Buckeye Health Plan to complete initial and annual Health Risk Assessments (HRAs). CareStar has received a total of 22,700 members to provide outreach and completed 3,923 HRAs through November 2021. In addition to the HRAs, CareStar partners with Buckeye Community Health Plan to assist members diagnosed with diabetes, in

obtaining optimal health by removing barriers faced in their healthcare journey. CareStar has provided outreach to over 1,385 members and has enrolled 163 members this year. Currently, Buckeye HEDIS has 244 enrolled members.

CareStar participated in the yearly Buckeye Delegated Vendor Oversight Audit for 2021, including the HRAs and Buckeye HEDIS work. The purpose of the audit is to conduct an annual review of the contracted services between CareStar and the Buckeye Health Plan to ensure compliance with the various program and contractual requirements. CareStar completed the audit successfully with a final score of 99.7%.

### **Ohio Department of Developmental Disabilities (DODD) Options Counseling Program**

In 2021, CareStar fulfilled its contract with the Department of Developmental Disabilities (DODD) of offering Options Counseling to individuals residing in Intermediate Care Facilities (ICFs). Since its inception in 2015, CareStar has received over 4,300 referrals, resulting in over 270 individuals requesting waivers and fulfilling our mission to Improve Communities by Improving Lives!

Moving forward, DODD is planning to continue to offer Options Counseling to residents of ICFs by trained ICF staff. This would not have been possible without the successful work and feedback provided by CareStar over the last six (6) years. Because of the dedication and expertise of our staff, CareStar has formed a strong partnership with DODD and hopes to work with them more in the future!

### **OHIO HOME CARE WAIVER CASE MANAGEMENT**

Throughout 2021, Ohio Home Care Waiver Case Management Improved Communities by Improving Lives through our ongoing commitment to ensuring individuals reach their goal to live safely in their home and community setting. Protocols were adjusted in 2020 to meet State and Federal guidelines related to the COVID-19 Public Health Emergency (PHE). These adjusted protocols continued into 2021.

Over 1,000 individuals were newly enrolled onto the Ohio Home Care Waiver through November of 2021. New Case Managers joined our teams and clinical staff mentored and guided several college students to complete their internships.

Case Managers worked diligently to obtain information necessary to assist their individuals through “telephonic or video” visits. Starting in September of 2021, abiding by Ohio Department of Health and Centers for Disease Control (CDC) protocols, Case Managers and Assessment Specialists returned to in-person visits. Through changes in protocols and new directives, our overall patient satisfaction and program compliance rates continue to remain above 90%.

### **Home Modification Department**

The Home Modification Department Improved Communities by Improving Lives in processing over 1,800 requests for individuals on the Ohio Home Care Waiver (OHCW) Program. The CareStar Home Modification Department staff is made up of four (4) Home Modification Specialists and one (1) Home Modification Coordinator that assist individuals enrolled on OHCW with access to services and healthy living environments in their homes and communities.

Department staff are skillful in their review of all requests for accessible home modifications, home maintenance and chore services, adaptive assistive devices, accessible vehicle modifications and medical supplies. These five (5) employees worked diligently through the ongoing challenges of the COVID-19 Public Health Emergency to collaborate with individuals, Case Managers and Providers to ensure that needs could be met, while following proper safety guidelines and protocols.

## **SPECIALIZED RECOVERY SERVICES**

Throughout 2021, the Specialized Recovery Services Department Improved Communities by Improving Lives by approaching each interaction as an opportunity to inspire change with positive energy, kindness, and ongoing support and by fostering awareness of each individual's unique and positive attributes. As 2021 comes to a close, the Specialized Recovery Services Program (SRSP) is proud to have a census of nearly 9,750 individuals. The census growth this year resulted in 16.73% departmental growth!

SRSP staff continued to provide crucial support to our individuals, despite the challenges that the COVID-19 pandemic presented. Our individuals continued to receive the same high standard of support via a combination of telephonic assessments, 3-ways calls to Providers and telephonic recovery management. The SRSP staff continued assessing new individuals for program eligibility, which helped them gain access to medical coverage and increased community supports. In September, SRSP staff resumed efforts to conduct in-person assessments and visits, while taking into consideration each individual's unique concerns, needs and circumstances. A solution-focused approach to these efforts has allowed SRSP staff to make modifications to processes that increased the comfort level for individuals regarding home visits and enabled us to closely monitor for health and safety concerns.

SRSP staff continued to work tirelessly to maintain contacts and resume visits with our individuals throughout this past year. SRSP staff are flexible and creative in meeting individuals where they are in life and modifying situations to improve comfort and maintain high standards of safety. Ongoing collaborative efforts with Managed Care Providers, Medical Providers, Behavior Health Providers and Natural Supports have helped ensure continuity of wraparound support services. SRSP staff continued to assist in navigating Medicaid processes, connecting individuals with essential resources and helping them to meet their goals. We remain focused on providing support for all individuals, so they no longer feel isolated and can be certain they have support when any future difficulties arise. These individuals have all struggled with depression, anxiety, post-traumatic stress, and/or significant physical health crises, that have been debilitating in nature and challenging to overcome.

SRSP staff support and assist one another, to ensure the needs of each individual remains primary. They embrace ongoing learning opportunities and the importance of joining together as a team to share knowledge, foster professional growth and encourage each other to remain focused on the small daily successes of the job, which add up to large victories for the individuals involved. Despite numerous challenges, CareStar SRSP staff receive an abundance of positive feedback for the services and supports provided each day that has led to improved outcomes and positive life changes. Often it is noted in Patient Satisfaction Surveys and face-to-face

interactions that by providing advocacy, support, and compassion, SRSP staff are able to impact lives, convey care and compassion, and aid a vulnerable population.

### **GEORGIA CLINICAL**

Because the need for physical or social distancing continued throughout the year due to COVID-19, there was reluctance by some Providers to allow Intensive Support Coordinators (ISCs) access to Individuals in their residences or other community settings. Using algorithms developed both internally by CareStar staff, and externally, by the Department of Behavioral Health and Developmental Disabilities (DBHDD) Office of Health and Wellness, along with a Surveillance tool developed through the combined effort of representatives from each Support Coordination Agency, employees determined when an in-person visit was appropriate and when other means should be employed to conduct the required visit safely. Utilizing this very methodical approach allowed us an objective means of accomplishing our contractual obligation and ensuring the health and welfare of CareStar team members and the individuals we support.

In June, we participated in our first external Quality Review since December 2017. The Review was conducted by Qlarant on behalf of the DBHDD and was completed remotely over a five (5)-day period. Our Review was successful with a passing score of 89%. Using feedback from the Review, and in conjunction with internal Quality Improvement staff, we revised our internal Audit Tool to ensure we achieved DBHDD's expectations and adhere to program-related policies. We revised several documentation tools to facilitate ISC's ability to capture findings during visits and ancillary contact encounters seamlessly. Honing our review and oversight process in these manners will undoubtedly yield an even better outcome with the next Quality Review.

We held All Staff meetings in-person and remotely this year. Staff agree that meeting in-person is preferred and allows for better engagement and connectivity. When remote meetings were held, we were still able to be face-to-face, using HIPAA-compliant video-conferencing.

Even with limited marketing and networking opportunities this year, we achieved a growth rate of 15%. We surpassed our combined (Intensive SC and Traditional SC) annual census forecast.

ISCs consistently navigate challenges with professionalism and determination. Supervisors support the teams passionately and provide the guidance and leadership required to ensure success.

### **INDIANA CLINICAL**

Throughout 2021, Indiana Improved Communities by Improving Lives by building trusting and professional relationships, understanding the importance of choice, helping identify and address concerns, and meeting individuals where they are in their life journey. Our Case Managers are active members of their local communities. Our Case Managers have a vast background, including being parents of individuals who receive Waiver services.

We are proud to share that a Case Manager in Indiana received the Inspire Award in October 2021 for his shining example of all 5 CareStar core values. This Case Manager routinely demonstrates his commitment to his work by refusing to ever stop or take "no" for an answer. He provides Case Management in a quality manner by being available for his teams and finding

the answers when he does not have them. Teamwork is frequently repeated throughout his style of case management as demonstrated by his Team Meeting notes and service outcomes. This Case Manager possesses great integrity by exhibiting a profound level of loyalty and professionalism to both individuals and Providers, even in more uncomfortable situations, which require him to be a more assertive advocate.

The DDRS Program encountered some challenges in 2021, but we faced them head on and overcame the adversity. On October 1, 2021, CareStar of Indiana was selected as one (1) of six (6) Case Management Companies (CMCOs) to be awarded a DDRS Waiver Program contract. We remain vigilant in our pursuit of excellence and are optimistic that our efforts will be successful. Because the State has reduced the number of agencies to provide Case Management Services, CareStar anticipates a significant census growth. Indiana Clinical Services participated in six (6) in-person and six (6) virtual Meet and Greet events, which allowed Individuals and Families to engage in conversation with the Awarded Case Management Organizations. The Meet and Greets were both humbling and rewarding opportunities, while the State of Indiana digests the impact of the Case Management Innovation. As 2021 comes to a close, our current DDRS Waiver census is 3,293 and we are confident we will exceed the goal before the end of the calendar year!

Indiana Clinical Services has seen rapid growth in the Aged & Disabled/Traumatic Brain Injury Waiver Programs. Case Managers have remained diligent in securing alternatives to nursing facility admission for older adults and persons of all ages with a disability. Case Managers have moved swiftly, yet carefully, to navigate through barriers of securing Providers. As 2021 comes to a close, our Aged & Disabled/Traumatic Brain Injury Waiver census is 697, which is 576 cases above forecast! We expect to continue to see rapid growth in this program for several months into 2022.

## **Personal Services**

In 2021, CareStar Personal Services Improved Communities by Improving Lives by continuing to provide Personal Services to the communities of Northern Kentucky, Cincinnati, and the surrounding areas. Our faithful Caregivers have continued to provide Personal Services amid the Global Pandemic. Our Caregivers are tireless workers. But to them, the job is not about the paycheck, it is about the “giving” and the desire to make the day a little better for the individuals we serve.

CareStar Personal Services remains dedicated to continued outreach for both Caregivers and Clients. This has occurred throughout local communities, churches, facilities, and College Job Fairs. CareStar recognizes it takes a special kind of person to be a Caregiver to ensure individuals and families are delivered the highest caliber of care.

During 2021, CareStar pursued a business opportunity with Clermont County Senior Services’ Home Options Program. CareStar submitted a proposal and, beginning in January 2022, we plan to offer Homemaker Services to residents of Clermont County, Ohio! CareStar Personal Services is encouraged about this opportunity and believe we have a bright future ahead of us.

## Support Services (Administration)

Support Services has made some incredible improvements throughout the year. The Team is involved in many internal processes for the organization, as well as our communities. Our Team plays a crucial part in facilitating the OHC and SRS Waivers, and has worked to continuously improve support across other departments and programs.

Our Support Services Team assists with over 120 tasks and projects, a 9% increase from last year, but much of our growth has been expanding under tasks previously assigned. These tasks range from 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, Undergraduate and high school students, we affectionately refer to as “Rising Stars.” Our Full-time staff provide the core knowledge, mentorship and experience of what we do, and the work is supplemented by the Rising Stars, who gain practical business and healthcare experience, while providing great service to individuals. Our Full-time staff has an average tenure of 11 years! They are an important piece of the puzzle in completing all of the assigned work.

CareStar’s Rising Star Internship Program continues to be an integral part of the CareStar administrative operations. CareStar has hosted 60+ Rising Stars in Support Services since beginning the Program in 2017. The Rising Stars contribute to the SEP and Intake Programs, alongside various projects from 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

Members of the Quality Improvement (QI) Department attend to their job responsibilities as another means for supporting CareStar’s mission of “Improving Communities by Improving Lives.” During 2021, the QI Team, in conjunction with the Clinical Team, expanded the number of retrospective chart audits completed across our programs. Nearly 1,600 chart audits are expected to be completed in 2021, which represents an increase of 57% from the prior year. In collaboration with CareStar leadership, the QI Team 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).

QI has seen 17.7% increase in Satisfaction Survey responses as compared to the previous calendar year. Nearly 2,777 survey responses have been received across all Programs in the States of Ohio, Indiana, Kentucky, Pennsylvania and Georgia. Satisfaction among program participants remains high, with 9.7 out of 10 expressing satisfaction with CareStar services.

Members of the QI Team conducted over 116 initial assessments for applicants of the Ohio Home Care and Specialized Recovery Services Programs. They participated in the development, coordination, narrative development and editing for ten (10) Request for Proposals

(RFPs), or other business proposals, submitted by CareStar, Inc., or CareStar Community Services during the calendar year.

Throughout 2021, the QI Department assisted in responding to the needs of over 2,200 after-hours callers by addressing the caller's question or making a referral to the clinical staff member on duty. Additionally, they served as a resource for the fulfillment of records requests, as well as addressing and monitoring compliance with HIPAA regulations. The QI Team has developed a new internal report that summarizes QI Department activities on a quarterly basis.

The QI Team has two Inspire Award winners to congratulate! Erika Schoff and Erin Cooper were recognized for best representing CareStar's Core Values of Service and Innovation in this year's Inspire Awards. Congratulations to Erika and Erin!

The upcoming calendar year promises to be one where the QI Team can continue to make an impact by: facilitating a successful CARF Accreditation Survey in the fourth quarter of 2022, renewing its QIO-like Certification, supporting quality processes, reporting and data analysis for both new and existing clinical programs, across all States in which we operate.

## **Business Development and Marketing**

The Business Development and Marketing Team contributed to CareStar's success by fulfilling the Mission of "Improving Communities by Improving Lives."

In 2021, CareStar maintained services for Cuyahoga County Home Health Aide Training by winning the new contract for providing the online training. In Indiana, CareStar was awarded the Case Management Services Contract with five (5) other Providers. CareStar is positioned well to serve Indiana individuals.

In November and December 2021, a Team of CareStars and RisingStars worked tirelessly on a major proposal for OhioRISE, a newly created program to deliver comprehensive mental and behavioral services to children, teens and their families. The anticipated notification of the award will be mid-January 2022.

The Rising Star Team, as well as a core team of CareStars, helped in reviewing close to 2,600 bids and grants, as well as other opportunities to continue CareStar's growth. In addition to searching for business opportunities, CareStar developed a relationship with the Appalachian Children Coalition and gave presentations to healthcare leaders in North Carolina and Georgia. Finally, the contract for Pennsylvania's Sickle Cell Disease began in 2021 with a series of meetings and collaborations with various entities in Pennsylvania. The program is off to a great start!

## **Outreach Efforts**

### **ACCREDITATIONS AND AWARDS**

- Sickle Cell Disease Program Launch.
- Indiana DDRS Contract Award.
- Cuyahoga County Division of Senior and Adult Services Training Contract Award.

- Clean HITRUST Audit for CSIS and CareStar.
- Clean Ohio AAA and Buckeye Health Plan Audits.
- Clean Financial, 401k and ESOP Audit.

## **CARESTAR COMMUNITY SERVICES**

A team of CareStars and RisingStars again took great strides in researching and developing four (4) distinct programs to launch services offered by CareStar Community Services. The programs address the need to reach out to vulnerable, disadvantaged populations, as well as Seniors. A mentoring program was developed to address the needs of disadvantaged high school students to attain post high school education (apprenticeship, associate's or bachelor's degree) to improve their earning potential and hence reduce poverty.

A second program for foster children transitioning out of the Foster Care System was also developed to assist in finding jobs and educational opportunities, while providing support as they transition into adulthood. A third program is focusing on juveniles, who have been involved in the Juvenile Justice System. The goal is to help those juveniles overcome obstacles as they transition into adulthood with care and support from CareStars. The fourth program focuses on seniors providing Healthcare Navigational Services. This program is an adaptation from CareStar's contract with Hamilton County Senior Services. The programs are being presented to communities and Counties in the State of Ohio and other States.

As we part with 2021, we are thankful to the CareStar Team for the collaboration and proficiency and knowledge in their fields. Our continued success depends on our ability to collaborate within CareStar and with other organizations. Those relationships are crucial to our success and will help us maintain continued growth.

## **CARESTAR GIVES BACK**

### **Internship Programs**

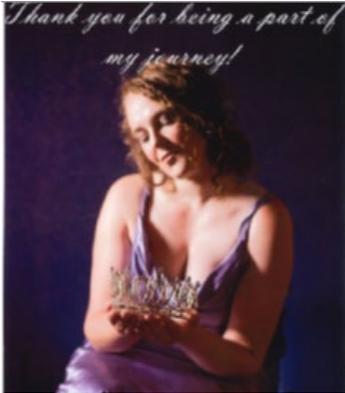
CareStar provides a robust Internship Program through which students in various business, healthcare, psychology and social work fields can build their resume and contribute to our ability to Improve Communities by Improving Lives. From high school students at DePaul Cristo Rey High School in Cincinnati,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

- DePaul Cristo Rey High School.
- Elder High School.
- Cleveland State University.
- Xavier University.
- University of Cincinnati.
- Ohio State University.
- Mount St. Joseph University.
- Thomas More College

- Northern Kentucky 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.

### **Ms. Wheelchair USA**



We continued our great partnership and support of the Ms. Wheelchair USA Pageant in 2021. The Pageant was back in-person this year and brought back CareStar’s ability to assist through sponsorship and volunteering. Thank you to Paul Howe and Donna Keener for volunteering! CareStar continued as an official sponsor of the pageant at the “Activity Level” sponsorship where we were able to sponsor the Giving Back Event, very much consistent with our core values. The Pageant remains an inspiring event that attracts contestants from around the country to Northeast Ohio every year. If you have not heard of it or have not tuned into the festivities, we would encourage you to do so. We think you will be touched by the organization and all involved. The below words of appreciation from

the contestants help encompass why this is an important event for CareStar. Congratulations to the Dane Foundation for their ability to complete this great event!

“Dear CareStar, Thank you so much for being such an invaluable friend and sponsor to Ms. Wheelchair USA. Competing in my very first pageant of any kinds is a dream come true, but to advocate and compete in Ms. Wheelchair USA’s disability pageant has meant the world to me, empowered and enhanced my advocacy and given me tremendous purpose.” – Sarah Tompkins, Ms. Wheelchair Pacific Coast 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 supporting the Ms. Wheelchair USA.” – Dianna Warren, Ms. Wheelchair Ambassador USA

“Thank you for your support of the Dane Foundation and MWUSA. You are appreciated – Kendo Feeker, MS

“Thank you for your support of the MWUSA and TDF. Without his pageant would not be possible. I am very grateful.” – Joci Scott, Ms. Wheelchair Northern USA

“Thank you so much for all that you do for the Dane Foundation and MWUSA. We could not do it without you.” Michele Mills, Ms. Wheelchair AL



*Erica Myron, 2021 Ms. Wheelchair USA*

## 2021 Resource Fairs and Marketing Events



The second half of 2021 continued the face-to-face meetings and the ability to converse with individuals about CareStar's ability to improve their lives. These events provide CareStars who display their passion for service for individuals to see first-hand. After halting many resource and vendor fairs in 2020 or moving them to virtual fairs, we were finally able to safely continue these in 2021. CareStars attended fairs across the States of Ohio, Indiana, Georgia, Pennsylvania and

Kentucky in an effort to increase our reach into the community and increase the number of lives we touch. This was especially true in Indiana, where the recent award of the DDRS contract created 10+ opportunities across the State, and Pennsylvania where the initiation of the Community to Home Program and the Sickle Cell Disease Program were launched and continuing to grow. Thank you to all who have represented CareStar this year!

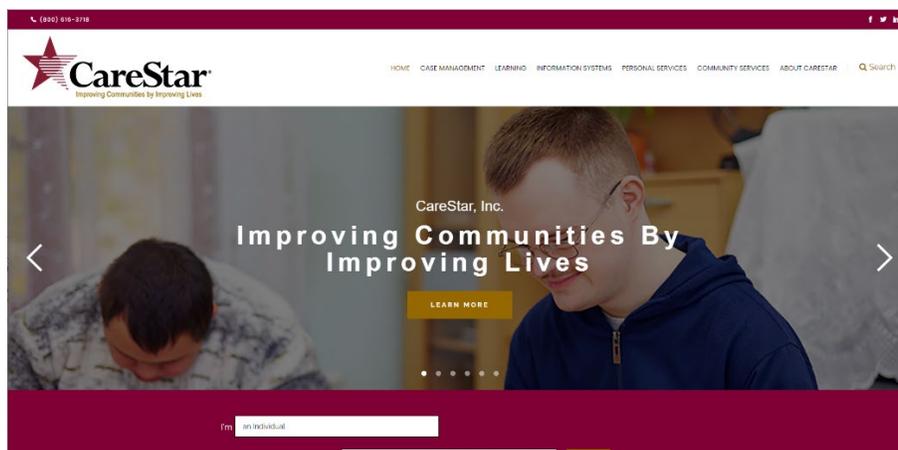


## New Website Launch

CareStar entered 2021 with a goal to implement a new website to:

- Update the backend technology to HTML5, which is more responsive to screen adjustments and mobile devices.
- Improve the Company's organization structure.
- Improve our ability to link to other sites.
- Modernize the look and feel, while retaining its simplicity.
- Finally, minimize reliance on outside vendors to manage intermin results.

This was successfully completed in April 2021 and we are proud of the result.



## Service to Our Communities

Each employee and each Department truly embraces the call to service, beyond just the great work that is performed through CareStar. We are proud that even in the midst of the continuing pandemic CareStar employees continued to be a helping hand for those who need it most in their communities. In 2021, employees performed 8,744 hours of community service. 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:

- International Friendships, INC.
- St. Benedict Elementary
- St. Vincent DePaul
- Strongsville Woman's League
- Good Will Industries
- Faith Mission Men's Shelter
- Senior Citizen Services
- Ronald McDonald House
- YMCA
- Red Cross
- Hospice
- Kappa Kappa Gamma
- Board of Elections
- Alum Creek Dog Park
- Mid Ohio Food Bank
- St. Teresa Church
- Youth Basketball
- School for Autism
- National Association of Dementia Practitioners
- Father's Rights Organization
- Cherry Street Mission
- Easter Seals
- RICO Pet Rescue
- Backpacks for Children
- Montgomery County Children's Services
- Pets without parents
- Boonville Youth Baseball Association
- Loge PTO 2<sup>nd</sup> Vice President
- Holy Spirit Church
- Salvation Army
- St. Marks Clothes Closet
- Christian Assembly Church
- Trinity Baptist Church
- HOPE Resource Center / Garrett Recovery
- Holy Martyr's Church
- Harvest Prep
- Fulton County Animal Shelter
- Brack-Gives-Back
- Mathew 25: Ministries
- Girl Scouts
- Fire/EMS
- Marmom Valley Ministries
- The Democratic Party
- Pickaway Schools
- Life Care Alliance
- St. Andrews
- Xavier University
- The Daily Bread Soup Kitchen
- Candfield High School
- State of Ohio Adult Guardianship Program
- Ney Church of God
- Adopt a Highway
- Toldeo Police
- Logan County Santa Toy Run
- Underground Railroad
- Worthington Manor
- Christian Athlete Ministry
- Boonville Swim
- Best Buddies
- Riley Dance Marathon
- St. Marks Soup Kitchen
- Hope Sothern Indiana

- Terry Middleton's
- Avon Baseball Club
- Avon Marching Band
- Indy Out of Darkness Walk
- Cathedral High School
- CASA
- Purdue University
- Gleaners Food Pantry
- Sigma Sigma Sigma Sorority
- Westside Church of the Nazarene
- Shelterwing Wings
- Girls on the Run of Central Indiana
- Fusion Gymnastics
- Food Finders Food Bank
- UKANDU
- Purpose Pantry
- Indiana Honor Flight
- Indianapolis Alimnae Chapter – Tri Sigma
- Sacred Grounds Worship Center
- Boy Scouts/CubScouts
- Damien Center
- Rushville Animal Shelter
- Helping Hands
- Healthy Communities
- PACE Recovery Resource Center
- EPIC House
- Hidden Valley Youth Soccer
- Mayan Communities of Guatemala
- Fair Haven Christian Church
- Owen Valley Health Campus
- Riley Childrens Hospital
- Meals on Wheels
- Out Front for Christ
- Porter Co. TRIAD
- Cancer Family Care
- Elder High School
- Project Redwood
- St. Joseph's Orphanage

## CareStar Learning

CareStar Learning (CSL) 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 in 2021, CSL delivered 8,939 courses to individuals and agencies in the community. CSL's continued success is driven by superior Customer Service, provided through Rita Rathman, Sage Gronski, Megan Cunningham and Connor Impson in the Support Services Department! Further, CareStar Learning has been active with RFP responses and business development activities. CSL won its first RFP award in 2021 with the Cuyahoga County Division of Senior and Adult Services.

The CareStar Learning Platform provides great benefit to internal employees. In 2021, 7,265 courses were delivered to employees through annual requirements, onboarding and employee development. 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. CareStar has supplied audit reports to HITRUST, CARF, AAAs and the Buckeye Health Plan to substantiate our training activities. 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)

CareStar Information Systems continues to work with CareStar system users to continuously improve the applications for:

- OHC/SRS Programs.
- Buckeye HEDIS.
- Pennsylvania Community to Home.
- Pennsylvania Sickle Cell.
- Hamilton County Senior Patient Navigation.

## CareStar Information Technology (CSIT)

CareStar, Information Technology continues to raise the bar, while providing excellence in everything it does. Through 2021, the IT Department has maintained CareStar's HITRUST certification and has submitted CSIS HITRUST certifications. Currently, CareStar has three team members holding the HITRUST certification! The IT Department has deployed, and continues to improve, the organization's security posture around HIPAA and cyber security by using advanced frameworks.

In 2021 CareStar, IT has deployed 133 tech refresh laptops throughout the organization. They have built a new data warehouse environment in AWS, as well as improved the technologies used to build reports. The work extends outside of CareStar, as CareStar, IT has picked up outsourced work for Maine Eye Center in Portland Maine. This includes an additional 160 computers, 18 servers, and two locations. CareStar, IT has built a Helpdesk Ticketing System for Maine Eye!

Last but not least, congratulations to Steve for receiving his Certified Information Systems Security Professional (CISSP) certification!

## Data Analytics

The Data Analytics Department disseminates 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 Programming Interfaces (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.

CareStar's Data Analysts, Mike Kaminski and Tonia Spring, are now managing our new data warehouse and working with CSIT to create new data infrastructure within the Company's AWS cloud to better manage the enormous amount of data and variety of data sources. Throughout 2021, the Data Analytics Team has added well over 100 reports to CareStar's Tableau Server.

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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 2021 and we wish you health and prosperity for 2022 and beyond!

## **Vision**

CareStar is a nationally recognized healthcare leader in home and community-based services, population health management, provider oversight, continuous quality improvement, software development, security and data analytics services, impacting communities and individual's lives through ethical business practices, strong leadership and tailored programs.

## **Mission**

Improving Communities By Improving Lives

## **Core Values**

