

AGENDA

HCESP Advisory Council Meeting

February 27, 2025 | 2:00 pm – 3:30 pm

COA, Board Room, 4601 Malsbary Road, Blue Ash, OH 45242

<https://zoom.us/j/98497594599?pwd=AwQioahS0BDA0PwOmRleopjD1Cz78T.1>

Meeting ID: 984 9759 4599

Passcode: 445425

CALL TO ORDER	2:00-2:05	Janice Hunter
APPROVAL OF MINUTES ❖ December 5, 2024 Minutes (Action Needed)	2:05-2:10	Janice Hunter
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ Services with a Capacity/Quality Problem ○ Maximum Reimbursement Rates ○ Provider Quality Report	2:10-2:25 2:25-2:40	Ken Wilson & Ronnie Spears Jennifer Lake
OLD BUSINESS ❖ Community Access Workgroup ❖ Center for Respite Care Census	2:40-2:50 2:50-2:55	Maria Tirado Rodriguez & Alyssia Kelley Ronnie Spears
NEW BUSINESS ❖ Fixed Copayment Proposal ❖ Updated Sliding Fee Scale (Action Needed) ❖ ESP to Waiver Referral Guidelines ❖ Confidentiality & Conflict of Interest Forms	2:55-3:10 3:10-3:15 3:15-3:20 3:20-3:25	Ken Wilson & Ronnie Spears Ronnie Spears Shelby Stout Janice Hunter
HEARING THE PUBLIC	3:25-3:30	Janice Hunter
ADJOURNMENT	3:30	Janice Hunter

NEXT MEETING: June 26, 2025

MINUTES
HCESP ADVISORY COUNCIL MEETING
THURSDAY, DECEMBER 5, 2024 @ 2:00 P.M.

ATTENDANCE

Members Present: Angele Blackshear Janine Gage Janice Hunter Holly Mundon Dimity Orlet Susan Van Amerongen	COA Staff: Suzanne Burke Jai’La Nored Ronnie Spears Maria Tirado Rodriquez Shelby Stout Jennifer Williams Ken Wilson	Guests: Derrico Steels
Excused: Viola Brown Randi Burlew	Facilitator: Janice Hunter	Scribe: Christina Adams
Absent:		

CALL TO ORDER

The December 5, 2024 meeting of the HCESP Advisory Council was called to order by Janice Hunter at 2:02 p.m.

MISSION MOMENT

AddnAide Demo

Jai’La and Jennifer presented the AddnAide demo (please see handout for details). Jennifer shared that the aides for ESP must be 18 years or older and pass a background check. If they have not lived in Ohio for the past five years, a BCI and an FBI background check is also required. PALCO checks the background check results and confirms that an aide has passed before they have the opportunity to match with clients.

Janine asked the hourly rate that aides are paid. Jen shared that the maximum rate is currently \$15 per hour. Suzanne added that aides get paid a higher rate through the AddnAide Consumer Directed Care program than through an agency because the agency receives a portion of the hourly rate.

Susan asked if taxes are taken out of the aides pay. Jai’La noted that this is part of the fiscal management service integration. Jen added that the aides receive a W-2 for each employer. They are also signed up for workers’ compensation.

Suzanne shared that when AddnAide was developed, the goal was to grow the workforce. A marketing campaign was done to target individuals who are looking for flexible work as in a gig economy. This has been successful in bringing these individuals to the market. Jen noted that individuals are connected and set up with AddnAide through the digital marketing campaign that includes Facebook ads and Google

Analytics ads. This marketing has been scaled back and now many individuals are connected through word of mouth or sharing of our Facebook posts. Facebook is the highest driver.

Janine asked if a YouTube video about AddnAide is available. Jai'La noted that a link to the video will be shared following the meeting.

Janice asked if the data specific to Hamilton County be shared.

Janine requested ethnicity demographics be added to the presentation. Jai'La noted that ethnicity is not captured as part of the enrollment data for aides. Enrollment data that is necessary for the fiscal management process is currently collected for aides at this time. However, ethnicity can be added as part of the enrollment data collected.

Janine asked if language skills are checked. Jen noted that the aides are asked what languages they speak. Jai'La added that the breakdown of the reported languages can be shared.

Action: Jai'La to share link to YouTube video, breakdown of reported languages, and data specific to Hamilton County.

Dimity asked if assistance with the AddnAide app is still being provided and if so, who provides the assistance. Jen shared that within the Elderly Services Program, the Care Coordination Specialists assist the client. If a match is made, they also assist with the PALCO process. In addition, we have an AddnAide support team that can assist aides and clients with the app. This support team actively engages with aides to ensure they are moving through the approval process.

Susan asked how much the support team costs COA and if this is part of a grant received. Jen noted that this data would need to be pulled. Suzanne added that the staff that are involved would be assisting with completing paperwork if they were not assisting with the app. The exception is the help desk staff who are answering calls regarding the app.

APPROVAL OF MINUTES

Janice Hunter called for a motion to approve the September 26, 2024 Hamilton County Elderly Services Program (HCESP) Advisory Council minutes as presented.

Motion: Janine Gage made a motion to approve the minutes.

Second: Dimity Orlet seconded the motion.

Action: September 26, 2024 minutes were unanimously approved.

QUARTERLY REPORTS

Program Dashboard & Financial Report

Ken gave an overview of the Program Dashboard (please see the handout for full report). This report covers July-September 2024. Due to managed enrollment, there was a drop in ESP enrollment of 4% from the second quarter and 16% (852 clients) from last year. There is not a waiting list for Fast Track Home (FTH) and enrollment has grown over the last year. 51% of FTH clients transitioned to ESP in the

third quarter. This is an area that we are taking a closer look at because the number of clients enrolling into ESP from FTH has increased since managed enrollment began.

There were only 32 clients who were not matched with a home care provider in the third quarter which is significantly down since we began tracking four years ago. This is attributed to a healthier staffing of home care providers as well as the growth of AddnAide. The Senior Utility and Home Modification Program information is a new addition to the report. This program for one-time services is now named STEPS to Stability and more information will be provided at a future meeting.

Dimity asked if the COA website is the best place to find out if there is money available for home modifications or utility assistance. Ken shared that the forum is reopened each year when there is not a long wait list, so this information is constantly changing on our website. On January 1, 2025, this will be reopened as we will have new funding available.

Janice asked why the number of clients receiving a home modification doubled from the fourth quarter of 2023. Ken shared that home modifications are steady throughout the year.

In the third quarter, we assisted 89 clients with using their Medicare Advantage plan benefits and getting them connected with emergency response service and medical transportation. Connecting individuals with a Medicare Advantage plan to their benefits has saved the county levy \$903,000 to date in 2024. Clients prefer to use the levy services versus the benefits associated with their health plan due to the red tape, but this is necessary due to the limited dollars we have available. COA's Aging and Disability Resource Center (ADRC) assists individuals who call requesting help with their Medicare Advantage benefits. Case managers also discuss benefits with clients who have a Medicare Advantage plan and help them to apply for the benefits.

Ronnie reviewed the July-September 2024 Financial Report (please see handout for full report). This report is nine months of actuals for this calendar year and three months of projections. 2024 is the last year of ARPA funding. All ARPA dollars that we were awarded were spent by September 30, 2024. The \$1.8M of Healthy Aging funding was used to offset the levy expenditures. None of this funding was used for administrative costs. Overall, we were over budget by 3.1% but were not over budget with the levy draw.

Program Update Report

Ken reviewed the Program Update (please see handout for full details). The appeal process related to the Electronic Monitoring Systems (EMS) RFP has been completed. Guardian Medical Monitoring was awarded the EMS contract effective November 1, 2024. We have a five-year agreement with Guardian Medical Monitoring which will provide a 20% cost savings. The 2025 Provider Monitoring Schedule is included in the report. We meet with all contracted providers to ensure that background checks are being completed, that staff are properly credentialed and trained, and that insurance is provided.

Janine commented on the Senior Farmers Market Nutrition Program update in the report and asked if we should provide feedback to the state that the electronic program did not work well, reducing the number of participants who utilized their benefits this year. Suzanne shared that this feedback has been provided statewide but the leadership at the Ohio Department of Aging has not been receptive. Dimity added that efficiency should improve as the glitches with the electronic program are fixed.

OLD BUSINESS

PACE Update

Ken shared an update on the PACE (Program for All-Inclusive Care for the Elderly) Expansion (please see handout for full details). The PACE site will be located in Norwood, OH. Construction is underway and is scheduled to be completed by the end of January 2025. We anticipate the PACE program opening in October 2025. PACE is a new alternative for older adults who are on Medicaid and meet the nursing home level of care. Instead of receiving their services through a private health plan or MyCare Ohio, they can receive their care through the PACE program which provides all services under one roof. This includes primary care, physical, occupational and recreational therapy, access to prescription medication, adult day service and transportation. This local program sponsored by TriHealth and COA provides all the benefits of Medicare and Medicaid.

Susan asked if there is a similar program in Avondale, OH. Dimity noted that this is the Dedicated senior Medical Center which focuses on seniors and has primary care but is not all inclusive. Suzanne added that PACE is specifically a Medicaid program.

Susan asked if levy money will pay for the PACE program. Ken shared that levy money will not be used for the PACE program, but there may be clients who disenroll from the levy program because their situation has changed as they become more disabled and become eligible for Medicaid. In 2025 we will be working on educating the community and individuals about their options. Right now, the only option is to go into MyCare Ohio. Once this is operational, an individual will be able to choose to go into MyCare Ohio or PACE.

Equity Workgroup

Shelby Stout introduced the equity workgroup that was formed following input on the equity analysis that was presented at the September meeting. The equity analysis was related to the implementation of managed enrollment in ESP. It was recommended that a workgroup be formed to gather, analyze and report data related to equitable access to ESP services. This workgroup includes representation from several departments throughout COA. Maria Tirado Rodriguez, ESP Care Coordinator, with the support of senior leadership, will be leading this initiative. This group will meet on a regular basis to review demographic trends of the populations we serve and track targeted outreach. Findings along with next steps will be reported quarterly at each HCESP Advisory Council meeting. Topics that were discussed at the workgroup's initial meeting include reviewing the client's experience when they call in to our front door team if they have a language barrier or cultural differences. The group will also be reaching out to COA staff who are involved in different agencies and groups within Hamilton County that could be a resource as well as utilizing staff who speak an additional language.

NEW BUSINESS

Five-Year Levy Projections

Ronnie reviewed the five-year levy projections (please see handout for full details). We are projecting a fund balance at the end of the levy cycle of \$6,477,006 which is approximately three months of services. We would like to have six months of services in the levy fund but due to the demand in the program, we are projecting to have a balance to fund three months of services. The census has been declining due to managed enrollment, but we anticipate the census to level off by the end of the first quarter of 2025.

Janice asked when the five-year levy projections will be presented to the commissioners. Ken noted that we are scheduled to give the commissioners an update in January. Suzanne added that Hamilton County has a dedicated staff member who keeps a close eye on the fund balance.

Service Specification Changes

Ken reviewed the service specification changes in the Medical Recovery & Extended Care Services specification. The county has asked COA to begin administering this program in 2024. We are scheduled to release an RFP to competitively bid this service in 2025. We are providing the county with the scope of work for this service which is compiled in the service specification. The current provider is the Center for Respite Care, a non-profit organization. They take individuals who are coming out of the hospital or a nursing facility and are homeless with no place to go. The Center for Respite Care is a shelter with a medical wraparound that includes a physician and a nursing staff. This center assists with getting into stable housing longer term. The Senior Service levy pays for individuals who are age 60 or older. The service specification will be included in the RFP and provides the requirements that have to be met by a provider in order to receive the funding.

Susan asked for clarification on COAs involvement. Ken noted that the service specification is being presented to the Advisory Council to approve the requirements that COA is recommending in order for the provider (Center for Respite Care) to receive the funding. Suzanne added that COA will be managing the provider. This is a line item on the five-year levy projection report.

Susan asked what the Center for Respite Care's census is. Ronnie shared that they send this information monthly, and he can provide this at the next meeting.

Action: Ronnie to share the Center for Respite Care census.

Janice requested a motion to approve the Medical Recovery & Extended Care Services service specification.

Motion: Susan Van Amerongen made a motion to approve the Medical Recovery & Extended Care Services service specification.

Second: Janine Gage seconded the motion.

Action: The Medical Recovery & Extended Care Services service specification was unanimously approved.

2025 Meeting Date Schedule

The 2025 HCESP meeting date schedule was shared.

HEARING THE PUBLIC

No individuals from the public were present that requested to speak. Ken noted that the March meeting was moved to February due to the

ADJOURNMENT

With no further business, Janice asked for a motion to adjourn the meeting at 3:34 p.m.

Motion: Angele Blackshear (Sister Keli) made a motion to adjourn the meeting.

Second: Janine Gage seconded the motion.

Action: The meeting was adjourned at 3:23 p.m.

NEXT MEETING

February 27, 2025



**Hamilton County ESP
Program and Financial Report
Quarter 4, 2024 (Oct. - Dec. 2024)**



Hamilton County ESP

Quarter 4, 2024 (October - December 2024)

EXECUTIVE SUMMARY

Highlighted Findings

1. Traditional ESP Census Trends

- A. Compared to last year (Quarter 4, 2023), census has decreased by -913 clients (from 5,214 to 4,301) or -17.51%.
- B. Compared to last quarter (Quarter 3, 2024), census has decreased by -222 clients (from 4,523 to 4,301) or -4.91%.

* **Note:** Managed Enrollment was initiated for Hamilton County in May of 2023.

2. Fast Track Home Census Trends

- A. Average length of stay decreased by -1 day when compared to Quarter 3, 2024 (from 58 to 57).
- B. New Enrollments decreased by -17 compared to Quarter 3, 2024 (from 399 to 382).
- C. Total clients who transferred to ESP from FTH decreased by -63 clients from Quarter 3, 2024 (from 204 to 141).

3. Financials

- A. Total Revenue: The amount drawn down from the levy was \$28.0 million as of the fourth quarter of 2024, as compared to the budgeted amount of \$28.0 million. The variance as compared to the budget is under by \$827.
- B. Total Expenses: The expenses as of the fourth quarter were \$30.9 million as compared to \$29.6 million in the budget. The variance is over budget by \$1.29 million or 4.4%.
- C. Purchase Services: The expenses for client services were higher by \$298,876 or 1.3% as compared to budget.



Hamilton County ESP
Quarter 4, 2024 (October - December 2024)
TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

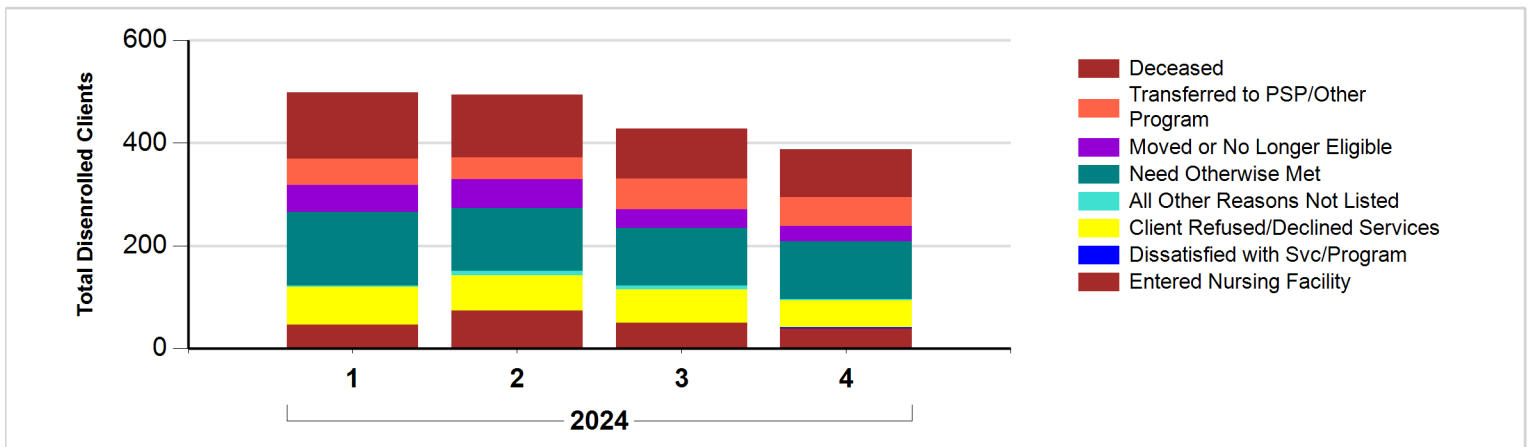
Year	2024			
Quarter	1	2	3	4
ESP	5,003	4,727	4,523	4,301
FTH	282	255	249	240
Medicaid Programs	3,276	3,324	3,386	3,436
Passport	519	524	528	571
Assisted Living	113	114	123	136
Molina	1,141	1,166	1,219	1,206
Aetna	1,503	1,520	1,516	1,523

Quarter-End Census, New Enrollments, and Disenrollments

Year	2024			
Quarter	1	2	3	4
Quarter-End Census	5,003	4,727	4,523	4,301
New Enrollments	278	217	226	173
Disenrollments	502	494	428	390

Disenrollment Outcomes

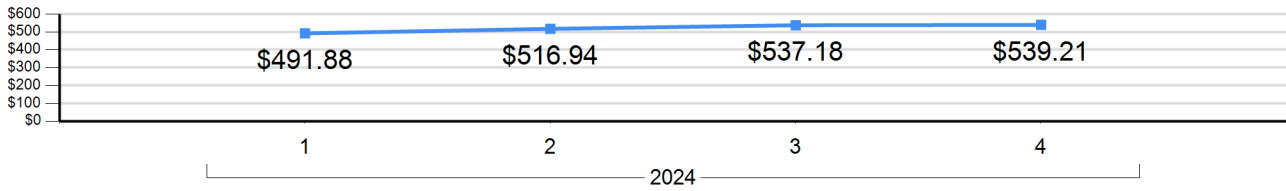
Year	2024			
Quarter	1	2	3	4
Client Refused/Declined Services	73	69	65	53
Deceased	133	122	97	95
Dissatisfied with Svc/Program	0	0	0	2
Entered Nursing Facility	47	74	50	39
Moved or No Longer Eligible	52	57	36	29
Need Otherwise Met	143	122	113	113
Transferred to PSP/Other Program	51	42	60	57
All Other Reasons Not Listed	3	8	7	2
Total	502	494	428	390





Hamilton County ESP
Quarter 4, 2024 (October - December 2024)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group¹

Year	2024			
Quarter	1	2	3	4
Adult Day Service	63	60	56	51
Consumer Directed Care	424	449	447	436
Electronic Monitoring	2,508	2,351	2,238	2,118
Home Care Assistance	2,122	2,042	2,063	1,995
Home Delivered Meals	2,909	2,803	2,680	2,539
Home Medical Equipment	157	137	122	89
Home Modification	18	6	48	31
Laundry Service	143	133	131	134
Other Services	137	143	137	137
Transportation	737	726	720	689
All Services (Unduplicated)	5,051	4,838	4,588	4,374

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

Year	2024			
Quarter	1	2	3	4
Adult Day Service	1,527	1,472	1,346	1,236
Consumer Directed Care	32,704	45,159	38,239	37,489
Electronic Monitoring	7,317	7,053	6,723	6,024
Home Care Assistance	79,043	77,023	75,484	75,416
Home Delivered Meals	196,401	194,019	185,213	187,966
Home Medical Equipment	214	174	174	123
Home Modification	19	6	48	32
Laundry Service	1,225	897	792	1,110
Other Services	2,221	2,261	1,933	1,903
Transportation	11,552	11,559	10,428	9,564

Dollars Paid by Service Group (Purchased Services)

Year	2024			
Quarter	1	2	3	4
Adult Day Service	\$120,431	\$148,640	\$61,792	\$173,271
Consumer Directed Care	\$666,320	\$843,017	\$748,448	\$766,402
Electronic Monitoring	\$164,775	\$146,598	\$151,089	\$107,398
Home Care Assistance	\$2,039,204	\$2,005,374	\$1,959,565	\$2,019,376
Home Delivered Meals	\$1,783,754	\$1,755,111	\$1,676,365	\$1,721,680
Home Medical Equipment	\$55,744	\$39,982	\$45,823	\$31,539
Home Modification	\$32,444	\$18,212	\$103,252	\$42,374
Laundry Service	\$47,961	\$54,395	\$58,916	\$60,303
Other Services	\$131,936	\$151,849	\$103,432	\$112,911
Transportation	\$592,377	\$524,851	\$476,874	\$435,527
All Services	\$5,634,946	\$5,688,028	\$5,385,557	\$5,470,780

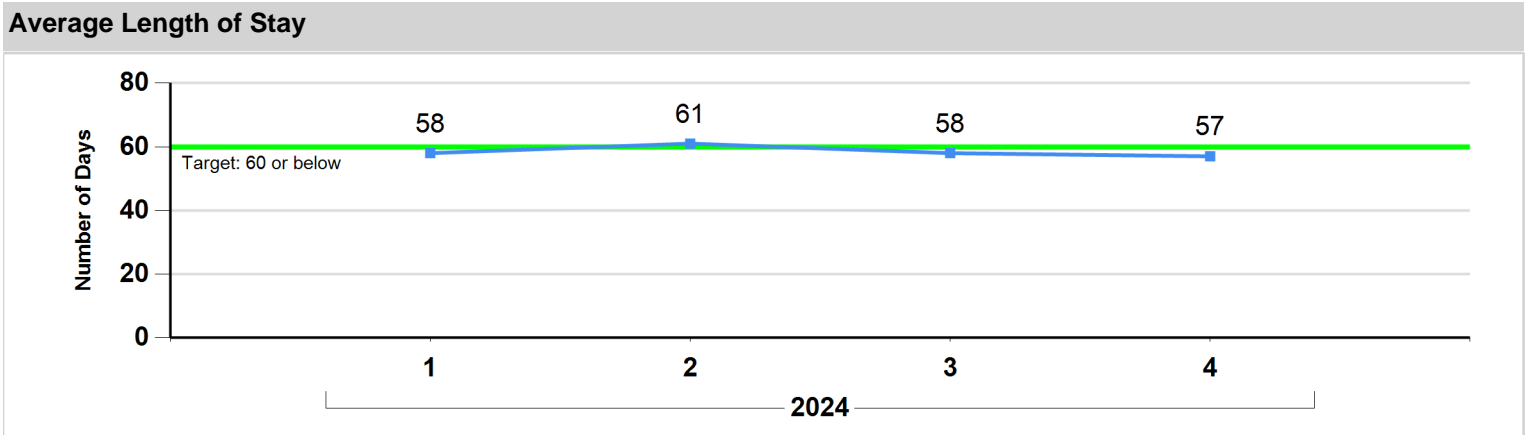
ADS dollars paid fluctuated between quarters due to timing of blending other funding sources



Hamilton County ESP FTH
Quarter 4, 2024 (October - December 2024)
FAST TRACK HOME CENSUS TRENDS

Total Clients Served, New Enrollments, Disenrollments				
	2024			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	437	387	399	382
Disenrollments	389	397	393	389
Clients Transferred to ESP	190	175	204	141
	48.84%	44.08%	51.91%	36.25%

Enrollment by Setting				
	2024			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	17	16	9	8
Drake Rehab	3	4	7	5
Mercy Anderson Rehab	1	2	0	0
Fort Hamilton	0	1	0	0
Community	7	28	9	2
Mercy Hospital Network	86	64	80	78
The Christ Hospital	46	37	42	40
TriHealth Hospital Network	73	53	78	58
University of Cincinnati Hospital Network	52	47	53	43
Veterans Admin - VA	7	8	7	5
Other Hospital	5	14	40	59
Skilled Nursing Facilities	94	74	46	46
Rehabilitation Facilities	25	27	21	31
Skilled HHC	1	1	1	1
Not Captured	20	11	6	6
Total	437	387	399	382





Hamilton County ESP FTH
Quarter 4, 2024 (October - December 2024)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	158	160	130	122
Home Care Assistance	131	74	147	163
Home Delivered Meals	315	327	314	290
Home Medical Equipment	155	133	108	138
Home Modification	59	52	59	68
Independent Living	0	2	2	1
Laundry Service	35	29	26	31
Transportation	50	61	50	39
All Services (Unduplicated)	505	500	468	468

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

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	212	244	207	182
Home Care Assistance	1,445	851	1,479	1,686
Home Delivered Meals	8,352	9,332	7,561	7,522
Home Medical Equipment	286	230	197	224
Home Modification	61	52	60	71
Independent Living	0	7	6	10
Laundry Service	104	138	65	104
Transportation	264	306	273	210

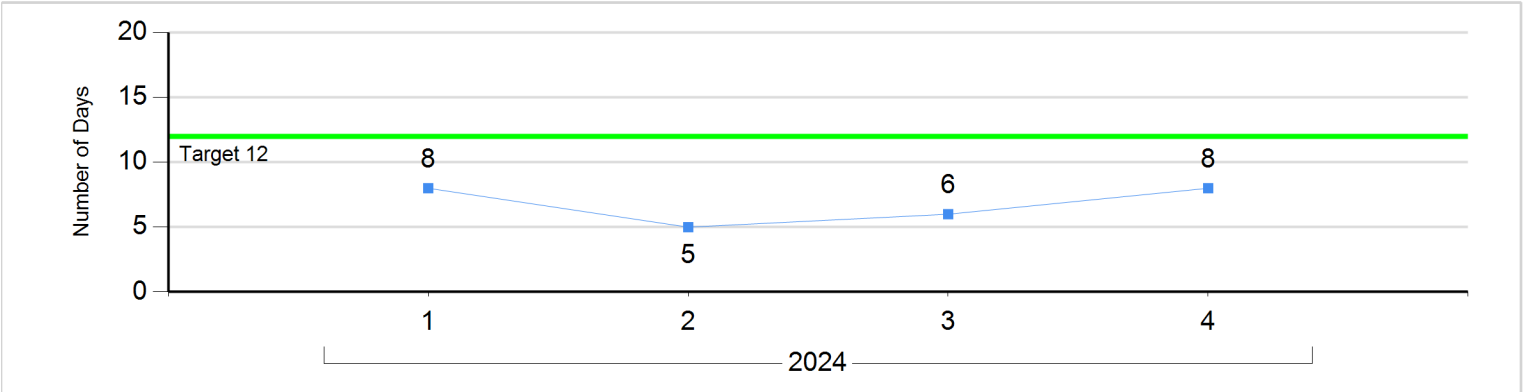
Dollars Paid by Service Group (Purchased Services)

Year	2024			
Quarter	1	2	3	4
Electronic Monitoring	\$5,003	\$5,685	\$4,708	\$3,453
Home Care Assistance	\$36,584	\$21,501	\$35,311	\$44,060
Home Delivered Meals	\$75,408	\$84,065	\$68,004	\$68,327
Home Medical Equipment	\$26,187	\$20,900	\$17,230	\$23,359
Home Modification	\$26,210	\$21,385	\$27,910	\$30,787
Independent Living	\$0	\$656	\$608	\$979
Laundry Service	\$5,613	\$7,192	\$3,503	\$5,298
Transportation	\$15,207	\$17,052	\$14,719	\$11,945
All Services	\$190,213	\$178,436	\$171,993	\$188,273



Hamilton County ESP
Quarter 4, 2024 (October - December 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
2024	1	2,851	130	5%	78%	18%
2024	2	3,047	92	3%	78%	19%
2024	3	2,844	32	1%	77%	22%
2024	4	2,879	33	1%	79%	20%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	96.57%	98.38%	98.30%	98.43%
Good Choice of Meals Available	91.30%	95.46%	94.64%	96.14%

Medical Transportation - Client Satisfaction Survey Results

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

Home Care Assistance - Client Satisfaction Survey Results

Year	2024			
Quarter	1	2	3	4
Overall Satisfaction	92.61%	95.90%	96.48%	95.88%
Aide is Dependable	88.39%	94.16%	94.87%	93.18%



Steps to Stability Program
Program Review: January 2024 - December 2024

Steps to Stability Clients Served and Cost

Home Modification				
Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	37	54	65	2
Total Cost	\$128,132	\$248,667	\$302,850	\$6,600

Duke Energy - Electric and Gas Utility Credits				
Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	322	540	1	0
Total Cost	\$86,900	\$138,466	\$500 *	0

Water Utility Credits				
Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	64	21	8	0
Total Cost	\$32,626	\$11,225	\$3,793	\$0

* In quarter 3, 2024, all funds for the Duke Energy Utility Credit assistance had been exhausted.



Hamilton County ESP
Quarter 4, 2024 (October - December 2024)
MEDICARE BENEFIT COST SAVINGS

ESP Cost Savings Analysis

Referrals				
Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	63	69	89	93
Over The Counter(OTC)	62	65	67	65

Services Awarded				
Year	2024	2024	2024	2024
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	42	40	35	38
Medical Transportation	43	45	43	23
Total Distinct Clients Served	44	63	61	52

Annual Cost Savings		
Year	2023	2024
Total Cost Savings	\$537,106	\$1,144,200



Hamilton County ESP

Quarter 4, 2024 (October - December 2024)

FINANCIALS: Based on Actual Revenue & Expenses as of December 31, 2024

	Annual Projected	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$28,018,104	\$28,018,931	(\$827)	0.0%
Federal & State Funding				
Title III B - Supportive Services	\$339,399	\$250,300	\$89,099	35.6%
Title III C2 - Home Delivered Meals	592,379	284,173	308,206	108.5%
Title III E - Caregiver Support	148,810	175,893	(27,083)	-15.4%
Alzheimer's	58,007	15,591	42,416	272.1%
Nutrition Services Incentive Program (NSIP)	499,010	383,208	115,802	30.2%
Senior Community Services	229,063	102,203	126,860	124.1%
Other Federal (ARPA)	574,926	0	574,926	0.0%
Client Contributions				
Client Donations	3,652	2,754	898	32.6%
Co-Pays Received	404,242	341,077	63,166	18.5%
Total Revenue	\$30,867,593	\$29,574,130	\$1,293,463	4.4%
Expenses				
COA Expenses				
Administrative	\$1,883,938	\$1,804,994	(\$78,944)	-4.4%
Intake & Assessment	121,202	93,700	(27,502)	-29.4%
FTH Case Management	1,542,120	1,204,775	(337,345)	-28.0%
Case Management	4,875,600	4,324,804	(550,796)	-12.7%
Total COA Expenses	\$8,422,860	\$7,428,273	(\$994,587)	-13.4%
Purchased Services				
Home Care Assistance	\$8,160,975	\$7,414,999	(\$745,976)	-10.1%
Consumer Directed Care	3,109,841	2,679,477	(430,364)	-16.1%
Laundry Service	\$225,099	204,044	(21,055)	-10.3%
Independent Living	306,096	160,013	(146,083)	-91.3%
Minor Home Modifications	302,574	624,749	322,175	51.6%
Pest Control	28,087	100,715	72,628	72.1%
Major House Cleaning	49,709	61,561	11,852	19.3%
Home Medical Equipment	260,764	454,223	193,459	42.6%
Emergency Response Systems	588,709	590,832	2,123	0.4%
Home Delivered Meals	7,232,714	7,172,514	(60,200)	-0.8%
Adult Day Service	504,133	556,155	52,022	9.4%
Adult Day Transportation	136,562	155,180	18,618	12.0%
Medical Transportation	1,595,547	1,889,128	293,581	15.5%
Non-Medical Transportation	493,005	453,640	(39,365)	-8.7%
Transportation Coordination	220,316	220,346	30	0.0%
Utility Assistance Program	862,429	1,000,000	137,571	13.8%
Senior Homeless Medical	250,000	250,000	0	0.0%
Healthy Aging Grant	(1,881,828)	(1,841,719)	40,109	-2.2%
Gross Purchased Services	\$22,444,733	\$22,145,857	(\$298,876)	-1.3%
Gross Program Expenses	\$30,867,593	\$29,574,130	(\$1,293,463)	-4.4%
Client Census	4,541 **	4,517	(24.00)	-0.5%
Cost of Services per Client	380.78	378.64	(2.14)	-0.6%

** projected year-end census

1. Census Trends

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

2. Service Trends

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

Hamilton County Program Update Report

February 2025

home52 Transportation

Business Relations Partners are in the process of meeting with home52 transportation providers to discuss lowering rates and other key program needs.

Home Delivered Meals (HDM)

COA held the 2025 Nutrition Provider Summit on January 16th at the COA offices. Providers from all 5 counties attended. Discussion topics included strategies to modernize Home Delivered Meals, approaches to increase donation-based funding for the meal delivery program, and innovative ideas for program growth and cost savings.

Medical Recovery and Extended Care Services (MRECS)

In January 2024, COA took over the administration of the Center for Respite Care contract. This is a unique service within Hamilton County which provides quality holistic medical care to people experiencing homelessness who need a safe place to heal, while assisting them in breaking the cycle of homelessness. Previously, the Hamilton County Commissioners had funded this program separately with levy funding and recently requested COA oversee the contract. The current contract runs through June 2025.

The Medical Recovery and Extended Care Services (MRECS) RFP was posted January 27, 2025, with bidders' proposals due by 11:59 am on February 28, 2025. The contract award notice(s) are scheduled to be distributed the week of May 12, 2025.

Minor Home Modifications and Repairs (MHM)

Agencies interested in becoming MHM providers have received education and instructions on how to become contracted with ESP.

Senior Farmers Market Nutrition Program

Planning has begun for the 2025 Senior Farmers Market Nutrition Program. ODA is completing an RFP for vendors with the goal of streamlining the process to allow easier access for clients.

Maximum Reimbursement Rates for Hamilton County effective 10/1/24 – 9/30/25

Service	Cost Per Unit	Unit
Adult Day Service - Transportation	\$37.92	One Way Trip
Adult Day Service	\$55.50	Per ½ Day
Consumer Directed Care	\$ 3.75	Per 15 min
Electronic Monitoring System (med dispenser)	\$20.00	Per ½ Month
Home Delivered Meals (mechanically altered)	\$12.28	Per Meal
Home Medical Equipment (Electric Hospital Bed)	\$2,495.00	Per Unit
Home Care Assistance	\$7.51	Per 15 min
Independent Living Assistance	\$25.76	Per 15 min

2024 Provider Monitoring Summary

ESP Provider List	Review Frequency	2024 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Reports Completed within 30 days of resolution?
101 Mobility	Bi-Ennial	9/11/2024	HME/MHM	N/A	N/A		
360 Total Care	Annual	5/9/2024	ADS/Transp	N/A	N/A		
A Best Home Care	Annual	10/8/2024	HCA	N/A	N/A		
A Miracle Home Care	Annual	8/22/2024	HCA	N/A	N/A		
Active Day Cincinnati	Annual	12/27/2024	ADS ADS Transp	N/A	N/A		
A-List Cleaning and Transportation	Bi-Ennial	10/24/2024	Transp	N/A	N/A		
Always There Healthcare	Annual	5/14/2024	HCA	Schedule of Questioned Cost	No		Yes
Amaramedical Health Care Services	Annual	1/16/2024	HCA	N/A	N/A		
Arrow Heating Cooling and Home Maintenance, LLC	Annual	11/5/2024	HME/MHM	N/A	N/A		
Bayley Adult Day	Annual	8/22/2024	ADS ADS Transp	N/A	N/A		
Bethesda Medical Transportation	Annual	8/21/2024	Transp	N/A	N/A		
Cincinnati Medical Transport	Bi-Ennial	11/26/2024	Transp	N/A	N/A		
Comfort and Care Home Health Agency	Annual	9/10/2024	HCA	N/A	N/A		
Day Share Senior Services	Annual	12/12/2024	ADS/ADS Transp/HCA	N/A	N/A		

Deupree Community MOW	Annual	6/11/2024	HDM	N/A	N/A		
Eastern Personnel	Annual	10/7/2024	HCA	N/A	N/A		
Easterseals Redwood	Annual	3/30/2024	Transp	N/A	N/A		
Help at Home - Prime Home Care	Annual	2/6/2024	HCA	N/A	N/A		
Hillebrand Home Health	Annual	8/27/2024	HCA	N/A	N/A		
Home Care by Blackstone	Annual	3/13/2024	HCA	N/A	N/A		
I Care Transportation LLC	Annual	8/30/2024	Transp	N/A	N/A		
Interim HomeStyles of Greater Cincinnati	Annual	10/1/2024	HCA	N/A	N/A		
Janz Medical Supply	Annual	7/1/2024	HME	N/A	N/A		
Jewish Family Service of the Cincinnati Area	Annual	3/13/2024	ILA	N/A	N/A		
LCD Home Health Agency	Annual	7/12/2024	HCA	N/A	N/A		
Lincoln Heights Outreach	Annual	8/27/2024	ADS ADS Transp	N/A	N/A		
Mayerson Jewish Community Center	Annual	4/3/2024	HDM	N/A	N/A		
Meda-Care Transportation	Bi-Ennial	7/18/2024	Transp	N/A	N/A		
Northwest Adult Day Service	Annual	10/21/2024	ADS ADS Transp	Schedule of Findings- Meal being served, and posted menu, were not meeting dietary requirements. RD was not signing off on monthly menus and verifying the meals met the nutrition requirements.	Yes	Guidance and education were given on this matter, provider supplied documentation of policies and procedures to ensure the meal requirements are met. BRP - Licensed Dietician made an unannounced visit to ensure meals met requirements and will do so random checks throughout the next several months.	Yes
Nova Home Care Company	Annual	10/8/2024	HCA	N/A	N/A		

Partners In Prime dba MOW of Butler Co.	Annual	6/12/2024	ILA	Schedule of Questioned Cost	No		Yes
Premier Transportation	Annual	4/23/2024	Transp	N/A	N/A		
Quality Care	Annual	9/10/2024	HCA	N/A	N/A		
R. CHAPPELL TRANSPORTATION	Bi-Ennial	9/11/2024	Transp	N/A	N/A		
Right at Home	Annual	6/11/2024	HCA	N/A	N/A		
Senior Helpers of Southern Ohio	Annual	8/21/2024	HCA	Schedule of Findings - Provider failed to retain for each employee.	Yes	Return skill demonstration. Provider attests both are completed in office. Viewed new record sheet for return demonstration.	Yes
Shaddai Transportation	Annual	7/23/2024	Transp	N/A	N/A		
Stateline Medical Equipment	Bi-Ennial	5/29/2024	HME/MHM	N/A	N/A		
Superior Home Care	Annual	5/8/2024	HCA	N/A	N/A		
T and R Transportation	Annual	5/6/2024	Transp	N/A	N/A		
Timmons Tender Care	Annual	10/16/2024	Transp	N/A	N/A		
Traveling Seniors Transportation LLC	Bi-Ennial	12/25/2024	Transp	N/A	N/A		
Tri-State Maintenance	Bi-Ennial	6/6/2024	MHM	N/A	N/A		
Up and Walk Transportation	Annual	7/1/2024	Transp	N/A	N/A		
Valley Transport	Bi-Ennial	9/25/2024	Transp	N/A	N/A		
Wesley dba Meals on Wheels of Southwest OH & Northern KY	Annual	4/4/2024	HDM Transp	N/A	N/A		
Western Hills Home Care	Annual	6/20/2024	HCA	N/A	N/A		

SERVICE KEY
ADS = Adult Day Services
ADS Transp = Adult Day Transportation
CM = Care Management
ERS = Emergency Response System
ENVIR-Chore = Environmental-Chore
ENVIR-Pest = Environmental-Pest Control
HCA = Home Care Assistance
HDM = Home Delivered Meals
ILA = Independent Living Assistance
MHM = Minor Home Modifications
Transp = Transportation

2025 Provider Monitoring Schedule

HAMILTON COUNTY ESP PROVIDER MONITORING SCHEDULE		
(Please find below the list of Hamilton County Providers of ESP Services and the tentative dates for annual review for 2025.)		
Hamilton County ESP Providers	Review Type	Review Tentative Date
360 Total Care	Annual	May-25
A Best Home Care	Annual	October-25
A Miracle Home Care	Annual	August-25
Active Day Cincinnati	Annual	December-25
Always There Healthcare	Annual	May-25
Amarmedical Health Care Services	Annual	January-25
American Ramp Systems	Biennial	November-25
Arrow Heating Cooling and Home Maintenance, LLC	Annual	November-25
Bayley Adult Day	Annual	August-25
Bernens Medical Pharmacy	Biennial	December-25

Bethesda Medical Transportation	Annual	August-25
Cincinnati Medical Transport	Biennial	November-25
Comfort and Care Home Health Agency	Annual	September-25
Custom Home Elevator	Biennial	August-25
Day Share, Senior Services	Annual	December-25
Deupree Community MOW	Annual	June-25
Eastern Personnel Services	Annual	October-25
Easterseals Redwood	Annual	March-25
Elite Xpress Transportation LLC	Biennial	December-25
Guardian Medical Monitoring	Biennial	November-25
Help at Home (Prime Home Care)	Annual	February-25
Hillebrand Home Health	Annual	August-25
Home Care by Blackstone - Assisted Care by Blackstone	Annual	March-25
Home First Non-Medical	Biennial	December-25
I Care Transportation LLC	Annual	August-25
Interim HomeStyles of Greater Cincinnati	Annual	September-25
Janz Medical Supply (fka Mullany's)	Annual	June-25
Jewish Family Service of the Cincinnati Area	Annual	March-25
Kemper Shuttle (Universal Work & Power)	Biennial	January-25
LCD Home Health Agency	Annual	July-25
Lincoln Heights Outreach	Annual	August-25
Mayerson Jewish Community Center	Annual	April-25
MedAdapt Ltd.	Biennial	May-25

Mitt's Termite & Pest Control	Biennial	July-25
Northwest Adult Day Service	Annual	October-25
Nova Home Care Company	Annual	October-25
Ny's Transportation	Biennial	January-25
Otterbein Lebanon Adult Day Service	Annual	June-25
Partners In Prime	Annual	June-25
Premier Transportation	Annual	April-25
PWC People Working Cooperatively, Inc.	Biennial	May-25
Quality Care	Annual	September-25
Queen City Medical Transport	Biennial	May-25
Right at Home	Annual	June-25
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	August-25
Shaddai Transportation	Annual	July-25
St. Joseph Construction (currently on self-hold for ESP)	Biennial	December-25
Superior Home Care	Annual	May-25
T and R Transportation	Annual	May-25
Timmons Tender Care	Annual	October-25
Up and Walk Transportation	Annual	June-25
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	April-25
Western Hills Home Care	Annual	June-25

2025 Draft Request for Proposals (RFP) Schedule

COA potentially issue the following RFPs during 2025:

- Medical Recovery and Extended Care Services, RFP was posted 1/27/25 with proposals due in 2/28/25.
- Transportation

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming year.

RFP evaluations will have 3 categories:

- **Financial Analysis and Stability:** Proposals will be scored on their agency's demonstration of financial stability.
- **The Organization and Capabilities Overview:** Focus will include- emergency preparedness, quality improvement and service delivery to meet the changing needs of older adults. Proposals demonstrating a county presence will receive additional scoring.
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

Services with a capacity problem:

The following services have been identified as having a capacity problem. Per Section 4 (a) of our contract, COA is requesting a waiver of competitive bidding requirements so that we can recruit new providers for the following services:

1. Home Care Assistance
2. Environmental Services
3. Minor Home Modifications & Repairs



Hamilton County



Provider Quality Report

Quarter 4, 2024



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Provider Quality Report: Introduction

Hamilton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is January-March).
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

Billable Unit Conversions:

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

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

SASI Scoring:

As of Q3, 2023 Home52 Transportation Coordination and Provider Survey scores have been added to the report.



Provider Quality Report: Provider Activity

Hamilton County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Saint Joseph Construction	Minor Home Mod	12/26/2024
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
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Right at Home	Home Care Assistance	7/17/2023
Western Hills Home Care LLC	Home Care Assistance	7/1/2023

Provider	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022 - 2/3/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024



Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Active Day of Cincinnati	477	560	589	554	416	431	381	325	3,730
Bayley Life ADC	767	809	743	716	650	669	596	549	5,497
Day Share Senior Services	179	226	210	241	176	97	90	90	1,307
Lincoln Heights Outreach Inc.	179	238	231	222	256	249	254	242	1,869
Northwest Adult Services Pioneer Home Healthcare	14	35	16	33	29	27	26	31	211
Total Billable Units	1,615	1,867	1,788	1,765	1,527	1,472	1,346	1,236	12,614

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	29.50%	29.97%	32.92%	31.37%	27.22%	29.26%	28.31%	26.29%
Bayley Life ADC	47.46%	43.33%	41.57%	40.55%	42.58%	45.46%	44.24%	44.38%
Day Share Senior Services	11.08%	12.10%	11.72%	13.63%	11.53%	6.56%	6.65%	7.28%
Lincoln Heights Outreach Inc.	11.08%	12.72%	12.90%	12.58%	16.77%	16.89%	18.87%	19.54%
Northwest Adult Services Pioneer Home Healthcare	0.87%	1.87%	0.90%	1.87%	1.90%	1.83%	1.93%	2.51%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	19	21	21	20	18	15	17	15	18
Bayley Life ADC	26	30	27	30	29	30	26	23	28
Day Share Senior Services	6	8	8	7	7	5	4	4	6
Lincoln Heights Outreach Inc.	5	7	6	6	9	9	7	7	7
Northwest Adult Services Pioneer Home Healthcare	1	1	1	1	1	1	2	2	1
Total Distinct Clients Served	57	67	63	64	64	60	56	51	12



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	38,217	35,075	37,692	37,988	29,127	39,560	35,038	34,026	286,722
Total Billable Units	38,217	35,075	37,692	37,988	29,127	39,560	35,038	34,026	286,722

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

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	355	374	401	376	341	354	381	364	368
Total Distinct Clients Served	355	374	401	376	341	354	381	364	368



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
A Best Home Care, Inc.	326	411	474	662	614	630	524	722	4,361
A Miracle Home Care	33,415	35,652	37,839	38,749	38,626	36,967	34,310	34,162	289,720
Always There Healthcare LLC	1,641	1,572	1,876	1,992	2,344	2,277	1,985	2,053	15,738
Amaramedical Health Care Services, Inc.	4,923	5,080	4,520	4,318	4,525	4,117	4,254	4,201	35,936
Assisted Care by Black Stone of CIN	7,261	7,132	6,127	4,661	3,627	3,703	3,755	3,834	40,099
Comfort and Care Home Health Agency, Inc.	91	174	150	193	292	303	286	231	1,719
Day Share Senior Services	464	474	463	427	334	368	374	395	3,299
Eastern Personnel Services, Inc.	804	1,674	1,157	1,302	944	621	761	1,188	8,450
Hillebrand Home Health	3,553	3,051	2,883	2,618	2,805	2,629	2,690	2,444	22,672
Interim HomeStyles of Greater Cincinnati, Inc.	3,611	2,420	3,766	4,074	3,130	3,085	3,168	3,011	26,263
LCD Home Health Agency	273	286	281	456	704	914	897	1,004	4,814
Nova Home Care	5,502	5,447	5,483	5,881	6,015	5,572	4,951	4,589	43,440
Prime Home Care, LLC	304	332	369	322	155	164	322	480	2,447
Quality Care	7,362	7,174	6,847	6,708	6,037	5,467	5,649	5,851	51,094
Right at Home	0	0	424	1,497	1,704	2,256	2,421	2,317	10,618
SH of Southern Ohio LLC	2,530	3,120	2,100	1,984	1,958	2,158	3,067	3,111	20,026
Superior Home Care, Inc.	5,073	5,199	5,042	4,885	4,142	4,806	4,974	4,809	38,930
Western Hills Home Care	0	0	625	1,131	1,089	990	1,101	1,017	5,952
Total Billable Units	77,131	79,198	80,424	81,858	79,043	77,023	75,484	75,416	625,578

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	0.42%	0.52%	0.59%	0.81%	0.78%	0.82%	0.69%	0.96%
A Miracle Home Care	43.32%	45.02%	47.05%	47.34%	48.87%	47.99%	45.45%	45.30%
Always There Healthcare LLC	2.13%	1.98%	2.33%	2.43%	2.96%	2.96%	2.63%	2.72%
Amaramedical Health Care Services, Inc.	6.38%	6.41%	5.62%	5.28%	5.72%	5.34%	5.63%	5.57%
Assisted Care by Black Stone of CIN	9.41%	9.01%	7.62%	5.69%	4.59%	4.81%	4.97%	5.08%
Comfort and Care Home Health Agency, Inc.	0.12%	0.22%	0.19%	0.24%	0.37%	0.39%	0.38%	0.31%
Day Share Senior Services	0.60%	0.60%	0.58%	0.52%	0.42%	0.48%	0.49%	0.52%
Eastern Personnel Services, Inc.	1.04%	2.11%	1.44%	1.59%	1.19%	0.81%	1.01%	1.57%
Hillebrand Home Health	4.61%	3.85%	3.58%	3.20%	3.55%	3.41%	3.56%	3.24%
Interim HomeStyles of Greater Cincinnati, Inc.	4.68%	3.06%	4.68%	4.98%	3.96%	4.00%	4.20%	3.99%
LCD Home Health Agency	0.35%	0.36%	0.35%	0.56%	0.89%	1.19%	1.19%	1.33%
Nova Home Care	7.13%	6.88%	6.82%	7.18%	7.61%	7.23%	6.56%	6.08%
Prime Home Care, LLC	0.39%	0.42%	0.46%	0.39%	0.20%	0.21%	0.43%	0.64%
Quality Care	9.54%	9.06%	8.51%	8.19%	7.64%	7.10%	7.48%	7.76%
Right at Home	0	0	0.53%	1.83%	2.16%	2.93%	3.21%	3.07%
SH of Southern Ohio LLC	3.28%	3.94%	2.61%	2.42%	2.48%	2.80%	4.06%	4.12%
Superior Home Care, Inc.	6.58%	6.56%	6.27%	5.97%	5.24%	6.24%	6.59%	6.38%
Western Hills Home Care	0	0	0.78%	1.38%	1.38%	1.29%	1.46%	1.35%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	6	9	13	14	14	13	14	21	13
A Miracle Home Care	926	958	1,008	1,046	996	942	915	922	964
Always There Healthcare LLC	47	48	51	66	71	65	59	56	58
Amaramedical Health Care Services, Inc.	108	116	105	94	107	105	115	107	107
Assisted Care by Black Stone of CIN	235	209	180	141	108	99	96	95	145
Comfort and Care Home Health Agency, Inc.	9	6	5	3	4	5	5	3	5
Day Share Senior Services	13	13	12	11	9	8	8	9	10
Eastern Personnel Services, Inc.	27	27	31	32	26	19	35	50	31
Hillebrand Home Health	73	68	67	59	64	60	58	53	63
Interim HomeStyles of Greater Cincinnati, Inc.	101	98	93	88	85	84	89	83	90
LCD Home Health Agency	6	5	6	11	21	23	23	23	15
Nova Home Care	143	140	140	126	127	115	110	103	126
Prime Home Care, LLC	10	10	9	9	5	3	11	11	9
Quality Care	206	217	200	186	184	166	163	148	184
Right at Home	0	0	40	65	71	78	82	73	68
SH of Southern Ohio LLC	88	103	88	77	78	83	112	94	90
Superior Home Care, Inc.	176	189	187	163	152	172	157	138	167
Western Hills Home Care	0	0	24	31	31	30	30	29	29
Total Distinct Clients Served	2,174	2,216	2,259	2,222	2,153	2,070	2,082	2,018	123



Provider Quality Report: Service Metrics

Hamilton County ESP

Electronic Monitoring System

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	6,758	8,923	7,154	7,717	7,316	7,049	6,723	6,024	57,663
Total Billable Units	6,758	8,923	7,154	7,717	7,316	7,049	6,723	6,024	57,663

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,118	2,462
Total Distinct Clients Served	2,649	2,689	2,567	2,578	2,508	2,351	2,238	2,118	2,462



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Deupree Meals on Wheels	19,873	19,006	18,534	17,437	17,035	15,548	14,967	14,402	136,802
Maple Knoll Outreach Services for Seniors	14,893	13,970	13,270	8,881	120	0	0	0	51,134
Mayerson JCC (Jewish Community Center)	15,772	16,244	16,665	19,686	26,120	28,671	26,971	27,446	177,575
Meals on Wheels of SW Ohio and Northern Kentucky	140,418	149,539	148,552	159,637	153,126	149,800	143,275	146,118	1,190,465
Total Billable Units	190,956	198,759	197,021	205,641	196,401	194,019	185,213	187,966	1,555,976

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Deupree Meals on Wheels	10.41%	9.56%	9.41%	8.48%	8.67%	8.01%	8.08%	7.66%
Maple Knoll Outreach Services for Seniors	7.80%	7.03%	6.74%	4.32%	0.06%	0	0	0
Mayerson JCC (Jewish Community Center)	8.26%	8.17%	8.46%	9.57%	13.30%	14.78%	14.56%	14.60%
Meals on Wheels of SW Ohio and Northern Kentucky	73.53%	75.24%	75.40%	77.63%	77.97%	77.21%	77.36%	77.74%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Deupree Meals on Wheels	283	270	256	240	233	214	205	200	238
Maple Knoll Outreach Services for Seniors	232	215	204	165	11	0	0	0	165
Mayerson JCC (Jewish Community Center)	235	230	246	338	415	420	395	370	331
Meals on Wheels of SW Ohio and Northern Kentucky	2,156	2,227	2,258	2,339	2,290	2,187	2,097	1,986	2,193
Total Distinct Clients Served	2,906	2,942	2,964	3,082	2,949	2,821	2,697	2,556	790



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	35	46	49	44	36	20	30	24	284
Bernens Medical	176	157	157	152	145	136	130	86	1,139
Home First	4	2	5	2	18	13	1	5	50
HomeCare Mattress Inc.	0	0	0	0	0	1	2	0	3
Janz Medical Supply	0	0	0	0	0	0	4	8	12
Mullaney's Pharmacy & Home Health Care	81	88	89	46	14	0	0	0	318
Stateline Medical Equipment	5	7	7	4	0	1	7	0	31
Total Billable Units	301	300	307	248	213	171	174	123	1,837

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	11.63%	15.33%	15.96%	17.74%	16.90%	11.70%	17.24%	19.51%
Bernens Medical	58.47%	52.33%	51.14%	61.29%	68.08%	79.53%	74.71%	69.92%
Home First	1.33%	0.67%	1.63%	0.81%	8.45%	7.60%	0.57%	4.07%
HomeCare Mattress Inc.	0	0	0	0	0	0.58%	1.15%	0
Janz Medical Supply	0	0	0	0	0	0	2.30%	6.50%
Mullaney's Pharmacy & Home Health Care	26.91%	29.33%	28.99%	18.55%	6.57%	0	0	0
Stateline Medical Equipment	1.66%	2.33%	2.28%	1.61%	0	0.58%	4.02%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	14	19	18	18	15	10	9	10	14
Bernens Medical	142	134	120	122	106	105	97	65	111
Home First	4	2	5	2	17	12	1	5	6
HomeCare Mattress Inc.	0	0	0	0	0	1	2	0	2
Janz Medical Supply	0	0	0	0	0	0	4	7	6
Mullaney's Pharmacy & Home Health Care	71	79	73	46	11	0	0	0	56
Stateline Medical Equipment	4	7	7	4	0	1	7	0	5
Total Distinct Clients Served	235	241	223	192	149	129	120	87	35



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	2	3
Custom Home Elevator & Lift Co. Inc.	7	4	8	1	1	1	1	1	24
Home First	11	7	6	4	2	0	4	5	39
HomeCare Mattress Inc.	0	0	0	0	0	0	2	0	2
MedAdapt Ltd.	26	30	31	34	4	0	13	9	147
Stateline Medical Equipment	15	30	24	12	6	0	12	6	105
Tri-State Maintenance	16	16	15	23	6	5	16	8	105
Total Billable Units	75	87	84	75	19	6	48	32	426

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
American Ramp Systems	0	0	0	0	0	0	0	3.13%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1.33%	0	0	0	6.25%
Custom Home Elevator & Lift Co. Inc.	9.33%	4.60%	9.52%	1.33%	5.26%	16.67%	2.08%	3.13%
Home First	14.67%	8.05%	7.14%	5.33%	10.53%	0	8.33%	15.63%
HomeCare Mattress Inc.	0	0	0	0	0	0	4.17%	0
MedAdapt Ltd.	34.67%	34.48%	36.90%	45.33%	21.05%	0	27.08%	28.13%
Stateline Medical Equipment	20.00%	34.48%	28.57%	16.00%	31.58%	0	25.00%	18.75%
Tri-State Maintenance	21.33%	18.39%	17.86%	30.67%	31.58%	83.33%	33.33%	25.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	1	1
Custom Home Elevator & Lift Co. Inc.	7	4	8	1	1	1	1	1	3
Home First	11	5	6	4	2	0	4	5	5
HomeCare Mattress Inc.	0	0	0	0	0	0	2	0	2
MedAdapt Ltd.	25	29	31	31	4	0	13	9	20
Stateline Medical Equipment	15	30	24	11	5	0	12	6	15
Tri-State Maintenance	16	16	15	19	6	5	16	8	13
Total Distinct Clients Served	74	84	84	67	18	6	48	31	10



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Jewish Family Service	0	0	27	143	97	205	86	106	662
Meals on Wheels of SW Ohio and Northern Kentucky	522	491	426	527	596	598	488	497	4,144
Total Billable Units	522	491	453	670	693	803	573	602	4,806

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Jewish Family Service	0	0	5.91%	21.36%	13.94%	25.47%	14.92%	17.52%	
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	100.00%	94.09%	78.64%	86.06%	74.53%	85.08%	82.48%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Jewish Family Service	0	0	7	12	11	16	16	13	13
Meals on Wheels of SW Ohio and Northern Kentucky	70	60	48	56	67	73	77	76	66
Total Distinct Clients Served	70	60	55	68	78	89	93	89	43



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	6	11	8	5	10	3	3	48
Total Billable Units	2	6	11	8	5	10	3	3	48

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Home First	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	2	6	11	8	4	10	3	3	6
Total Distinct Clients Served	2	6	11	8	4	10	3	3	6



Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	29	44	38	32	20	2	0	0	165
Milts Termite & Pest Control	20	23	17	21	15	22	19	18	155
Total Billable Units	49	67	55	53	35	24	19	18	320

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
All Gone Termite & Pest Control, Inc.	59.18%	65.67%	69.09%	60.38%	57.14%	8.33%	0	0	
Milts Termite & Pest Control	40.82%	34.33%	30.91%	39.62%	42.86%	91.67%	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	14	18	12	7	1	0	0	11
Milts Termite & Pest Control	11	10	9	9	9	9	8	9	9
Total Distinct Clients Served	22	24	27	21	16	10	8	9	10



Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
home52 Transportation	10,962	10,896	13,007	12,149	11,552	11,559	10,428	9,564	90,117
Total Billable Units	10,962	10,898	13,016	12,149	11,552	11,559	10,428	9,564	90,128

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
home52 Transportation	100.00%	99.98%	99.93%	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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
home52 Transportation	707	727	778	754	737	726	720	689	730
Total Distinct Clients Served	707	728	779	754	737	726	720	689	584



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	1	2	2	2	12	5	7
A Miracle Home Care	151	153	191	169	219	365	413	317
Always There Healthcare LLC	10	10	14	11	11	18	27	27
Amaramedical Health Care Services, Inc.	24	17	28	16	23	33	50	32
Assisted Care by Black Stone of CIN	34	51	51	27	27	37	43	42
Comfort and Care Home Health Agency, Inc.	0	1	3	0	0	2	2	2
Eastern Personnel Services, Inc.	0	6	6	7	1	5	8	18
Helping Hands Private Duty Homecare	1	0	0	0	0	0	0	0
Hillebrand Home Health	18	20	7	19	13	19	23	18
Interim HomeStyles of Greater Cincinnati, Inc.	24	16	16	13	16	33	43	27
LCD Home Health Agency	0	1	1	3	2	6	6	13
Nova Home Care	23	20	19	24	25	42	49	31
Prime Home Care, LLC	0	2	3	1	1	2	1	4
Quality Care	36	40	36	39	37	61	59	67
Right at Home	0	0	1	7	19	27	29	24
SH of Southern Ohio LLC	14	19	21	13	22	26	42	37
Superior Home Care, Inc.	33	33	30	29	24	53	67	51
Western Hills Home Care	0	1	0	6	2	14	13	12

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	0	2	0	0	1	0	0	0
Deupree Meals on Wheels	44	45	52	43	49	85	99	66
Maple Knoll Outreach Services for Seniors	34	35	40	31	0	0	0	0
Mayerson JCC (Jewish Community Center)	40	34	48	38	64	123	144	117
Meals on Wheels of SW Ohio and Northern Kentucky	318	383	379	394	453	748	826	663

Medical Transportation								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	44	52	27	5	17	38	11	6
A-List Cleaning & Transportation	30	11	11	3	7	21	5	1
Bethesda Medical Transportation	0	3	17	6	19	25	12	10
Cincinnati Medical Transportation	0	0	1	0	2	0	1	0
Elite Xpress Transportation LLC	37	38	16	2	15	19	3	3
I Care Transportation LLC	14	12	6	6	9	16	2	2
LCD Agency Services	22	12	4	0	4	16	7	7
Meals on Wheels of SW Ohio and N. KY (CASS)	60	30	8	3	9	9	4	9
Meda-Care Transportation, Inc.	38	4	3	0	4	2	0	1
Ny's Transportation	0	10	9	1	1	2	1	0
Premier Transportation Solutions	0	0	0	0	0	1	8	2
Queen City Medical Transport	0	0	1	1	1	3	1	1
R Chappell Transportation	19	12	10	1	3	4	1	2
Redwood/Easterseals	0	2	3	2	3	2	1	0
Shaddai Transportation LLC	0	0	0	5	10	10	14	2
T & R Transportation	0	0	0	0	0	2	3	2
Timmons Tender Care	28	20	14	0	5	7	0	4
Traveling Seniors Transportation	14	14	6	1	5	8	4	1
Up and Walk Transportation	0	0	0	0	0	0	0	4



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	70.0%	100.0%	100.0%	100.0%	98.9%	94.0%	95.7%
A Miracle Home Care	91.3%	93.3%	94.5%	93.3%	94.3%	96.7%	96.7%	96.8%
Always There Healthcare LLC	93.8%	85.3%	93.9%	87.3%	94.5%	93.0%	98.4%	93.9%
Amaramedical Health Care Services, Inc.	87.4%	93.3%	93.5%	94.8%	95.2%	92.4%	92.0%	97.4%
Assisted Care by Black Stone of CIN	93.5%	90.6%	89.9%	80.0%	87.1%	94.4%	93.9%	98.5%
Comfort and Care Home Health Agency, Inc.	No Data	90.0%	40.0%	No Data	No Data	95.0%	50.0%	100.0%
Day Share Senior Services	95.0%	No Data	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Eastern Personnel Services, Inc.	No Data	79.2%	90.2%	84.1%	70.0%	64.0%	91.1%	81.5%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	97.7%	99.5%	100.0%	98.8%	92.9%	98.9%	97.7%	99.2%
Interim HomeStyles of Greater Cincinnati, Inc.	94.3%	100.0%	95.6%	95.2%	97.2%	95.7%	99.0%	98.5%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	95.8%	98.3%	98.5%
Nova Home Care	96.0%	82.3%	76.8%	90.4%	92.7%	93.6%	98.9%	97.7%
Prime Home Care, LLC	No Data	100.0%	78.3%	0.0%	100.0%	95.0%	90.0%	100.0%
Quality Care	93.4%	92.9%	92.3%	93.1%	90.3%	95.8%	94.5%	94.3%
Right at Home	No Data	No Data	100.0%	89.8%	85.4%	94.4%	95.1%	93.1%
SH of Southern Ohio LLC	85.7%	93.6%	94.0%	67.2%	83.8%	97.4%	96.3%	91.0%
Superior Home Care, Inc.	94.4%	99.7%	93.8%	98.3%	94.1%	96.2%	99.2%	98.3%
Western Hills Home Care	No Data	70.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.1%	93.2%	94.6%	94.6%	95.3%	96.6%	97.3%	97.3%
Always There Healthcare LLC	100.0%	85.7%	100.0%	100.0%	90.0%	100.0%	95.7%	92.0%
Amaramedical Health Care Services, Inc.	80.0%	85.7%	87.0%	100.0%	95.2%	93.1%	90.9%	93.8%
Assisted Care by Black Stone of CIN	96.4%	90.2%	90.2%	72.7%	78.3%	100.0%	85.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	100.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	100.0%	80.0%	83.3%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	96.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	85.7%	62.5%	85.0%	95.2%	94.9%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	93.8%	97.1%	97.1%	94.4%	90.6%	98.2%	94.4%	95.2%
Right at Home	No Data	No Data	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	83.3%	94.1%	89.5%	58.3%	84.2%	95.5%	100.0%	93.8%
Superior Home Care, Inc.	96.0%	100.0%	100.0%	100.0%	95.2%	97.6%	100.0%	97.7%
Western Hills Home Care	No Data	No Data	No Data	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

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.7%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.5%	91.3%	96.1%	92.9%	94.1%	97.5%	97.3%	98.3%
Always There Healthcare LLC	100.0%	80.0%	100.0%	100.0%	100.0%	94.1%	95.7%	96.2%
Amaramedical Health Care Services, Inc.	87.5%	92.3%	82.6%	81.8%	88.2%	96.4%	86.4%	93.3%
Assisted Care by Black Stone of CIN	87.0%	84.6%	80.0%	72.7%	71.4%	85.2%	85.7%	96.9%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	75.0%	80.0%	80.0%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	93.8%	90.9%	100.0%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	94.4%	100.0%	100.0%	90.0%	100.0%	96.8%	97.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	93.8%	58.8%	90.0%	95.0%	87.2%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	96.3%	93.8%	93.9%	97.0%	88.2%	98.1%	96.1%	98.4%
Right at Home	No Data	No Data	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	60.0%	88.2%	93.8%	61.5%	84.2%	95.0%	97.1%	91.4%
Superior Home Care, Inc.	95.8%	100.0%	95.2%	100.0%	95.2%	97.7%	98.3%	100.0%
Western Hills Home Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.9%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%
A Miracle Home Care	82.6%	87.9%	86.2%	88.6%	84.2%	92.8%	91.9%	93.9%
Always There Healthcare LLC	70.0%	77.8%	91.7%	72.7%	90.9%	88.2%	96.3%	88.9%
Amaramedical Health Care Services, Inc.	79.2%	100.0%	92.9%	100.0%	95.7%	93.5%	93.8%	96.9%
Assisted Care by Black Stone of CIN	81.8%	86.0%	86.0%	77.8%	84.0%	94.6%	88.4%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	No Data	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	83.3%	No Data	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	83.3%	85.7%	No Data	60.0%	87.5%	76.5%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	95.0%	100.0%	94.7%	92.3%	94.7%	90.9%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.5%	100.0%	100.0%	100.0%	100.0%	97.0%	95.1%	96.2%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Nova Home Care	91.3%	65.0%	73.7%	70.8%	92.0%	90.5%	98.0%	90.0%
Prime Home Care, LLC	No Data	100.0%	50.0%	No Data	100.0%	50.0%	100.0%	100.0%
Quality Care	82.9%	82.5%	83.3%	79.5%	89.2%	83.6%	87.9%	89.2%
Right at Home	No Data	No Data	100.0%	42.9%	68.4%	74.1%	79.3%	73.9%
SH of Southern Ohio LLC	85.7%	84.2%	95.2%	69.2%	81.8%	96.2%	87.8%	91.9%
Superior Home Care, Inc.	87.9%	100.0%	80.0%	96.4%	91.7%	92.3%	95.4%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.7%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.0%	100.0%	99.5%	97.6%	100.0%	99.7%	99.3%	99.0%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	100.0%
Assisted Care by Black Stone of CIN	97.0%	98.0%	100.0%	85.2%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	100.0%	100.0%	80.0%	100.0%	94.4%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	92.3%	94.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	93.8%	100.0%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	90.0%	89.5%	100.0%	95.8%	100.0%	100.0%	96.8%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	97.1%	100.0%	100.0%	100.0%	94.6%	98.4%	98.3%	100.0%
Right at Home	No Data	No Data	100.0%	100.0%	94.7%	100.0%	96.6%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	100.0%	84.6%	90.9%	100.0%	100.0%	91.9%
Superior Home Care, Inc.	96.9%	100.0%	96.7%	100.0%	95.7%	96.2%	100.0%	100.0%
Western Hills Home Care	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
A Miracle Home Care	96.6%	95.9%	97.9%	94.7%	98.1%	97.3%	97.1%	96.5%
Always There Healthcare LLC	100.0%	87.5%	92.3%	81.8%	100.0%	94.1%	100.0%	96.3%
Amaramedical Health Care Services, Inc.	95.7%	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	100.0%
Assisted Care by Black Stone of CIN	97.0%	94.0%	94.1%	88.5%	96.0%	97.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	66.7%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	71.4%	No Data	60.0%	87.5%	83.3%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	93.8%	84.6%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.7%	90.0%	89.5%	95.7%	95.8%	95.1%	100.0%	96.8%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	100.0%	97.4%	97.1%	94.9%	89.2%	98.4%	98.3%	90.9%
Right at Home	No Data	No Data	100.0%	85.7%	89.5%	88.9%	96.4%	95.7%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	69.2%	90.9%	100.0%	97.6%	91.9%
Superior Home Care, Inc.	96.8%	100.0%	100.0%	96.6%	95.8%	96.2%	100.0%	100.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.5%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.0%	96.7%	96.3%	94.6%	96.3%	97.0%	97.8%	95.8%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	90.9%	88.9%	96.3%	100.0%
Amaramedical Health Care Services, Inc.	91.3%	93.8%	100.0%	100.0%	95.7%	90.9%	90.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	92.2%	98.0%	85.2%	96.0%	100.0%	97.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	100.0%	100.0%	85.7%	100.0%	60.0%	100.0%	88.9%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	87.5%	92.3%	93.8%	90.9%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Nova Home Care	95.7%	85.0%	84.2%	95.8%	96.0%	97.6%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	94.3%	97.5%	86.1%	92.3%	91.9%	98.4%	93.2%	98.5%
Right at Home	No Data	No Data	100.0%	100.0%	84.2%	100.0%	100.0%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	95.2%	69.2%	90.9%	96.2%	95.2%	94.6%
Superior Home Care, Inc.	97.0%	100.0%	96.7%	96.6%	95.8%	98.1%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 3.0%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.0%	97.3%	96.8%	95.8%	98.2%	97.8%	98.3%	97.5%
Always There Healthcare LLC	100.0%	100.0%	92.9%	100.0%	90.9%	94.4%	100.0%	96.3%
Amaramedical Health Care Services, Inc.	91.7%	94.1%	96.4%	100.0%	95.7%	90.9%	94.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	96.1%	98.0%	85.2%	96.0%	97.3%	97.7%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	83.3%	100.0%	83.3%	100.0%	80.0%	100.0%	83.3%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.8%	100.0%	93.8%	100.0%	93.8%	93.9%	100.0%	96.3%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
Nova Home Care	100.0%	95.0%	84.2%	87.5%	92.0%	95.2%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	100.0%	97.5%	100.0%	94.9%	97.3%	100.0%	98.3%	100.0%
Right at Home	No Data	No Data	100.0%	100.0%	89.5%	96.3%	100.0%	95.8%
SH of Southern Ohio LLC	92.9%	100.0%	100.0%	76.9%	86.4%	100.0%	97.6%	94.4%
Superior Home Care, Inc.	100.0%	100.0%	96.7%	96.6%	100.0%	96.2%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.0%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%
A Miracle Home Care	85.7%	88.2%	95.5%	94.5%	96.6%	96.8%	97.2%	98.3%
Always There Healthcare LLC	87.5%	57.1%	91.7%	72.7%	100.0%	93.8%	100.0%	84.0%
Amaramedical Health Care Services, Inc.	78.9%	84.6%	90.0%	72.7%	94.7%	86.7%	90.9%	96.7%
Assisted Care by Black Stone of CIN	91.3%	91.7%	82.1%	70.0%	81.0%	77.3%	93.5%	93.1%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	50.0%	No Data	No Data	100.0%	No Data	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	75.0%	80.0%	100.0%	60.0%	85.7%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	84.6%	96.7%	97.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	75.0%	83.3%	100.0%
Nova Home Care	100.0%	73.3%	73.3%	100.0%	86.4%	91.9%	95.2%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	90.0%	88.2%	93.9%	93.9%	97.0%	98.1%	94.2%	93.3%
Right at Home	No Data	No Data	100.0%	100.0%	86.7%	100.0%	96.3%	95.0%
SH of Southern Ohio LLC	63.6%	80.0%	71.4%	63.6%	80.0%	94.7%	97.3%	84.8%
Superior Home Care, Inc.	85.7%	100.0%	86.4%	100.0%	84.2%	97.6%	100.0%	95.1%
Western Hills Home Care	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
A Miracle Home Care	88.6%	93.9%	91.5%	89.8%	89.8%	96.1%	95.1%	95.5%
Always There Healthcare LLC	90.0%	77.8%	92.9%	81.8%	90.9%	82.4%	100.0%	92.6%
Amaramedical Health Care Services, Inc.	83.3%	94.1%	96.4%	100.0%	95.5%	90.9%	90.0%	93.8%
Assisted Care by Black Stone of CIN	90.9%	88.0%	86.3%	77.8%	92.0%	94.6%	95.3%	97.6%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	No Data	No Data	No Data	50.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	100.0%	85.7%	No Data	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	100.0%	92.3%	100.0%	93.9%	100.0%	96.3%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.3%	65.0%	73.7%	87.5%	91.7%	92.9%	98.0%	93.5%
Prime Home Care, LLC	No Data	100.0%	33.3%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	91.2%	82.5%	80.0%	92.1%	81.1%	88.3%	89.5%	84.6%
Right at Home	No Data	No Data	100.0%	85.7%	68.4%	85.2%	86.2%	91.7%
SH of Southern Ohio LLC	92.9%	94.7%	95.2%	69.2%	72.7%	96.2%	92.9%	81.1%
Superior Home Care, Inc.	93.8%	100.0%	90.0%	100.0%	95.8%	96.2%	98.5%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%
A Miracle Home Care	89.3%	89.1%	90.3%	90.2%	90.7%	95.6%	95.6%	96.2%
Always There Healthcare LLC	90.0%	87.5%	92.3%	63.6%	90.9%	94.1%	100.0%	92.6%
Amaramedical Health Care Services, Inc.	86.4%	88.2%	89.3%	93.8%	91.3%	93.8%	87.8%	100.0%
Assisted Care by Black Stone of CIN	93.9%	85.7%	84.3%	84.6%	76.0%	97.3%	95.3%	97.5%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	No Data	66.7%	83.3%	85.7%	100.0%	60.0%	87.5%	77.8%
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Hillebrand Home Health	94.4%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.0%	100.0%	87.5%	92.3%	100.0%	97.0%	100.0%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.3%	80.0%	78.9%	91.7%	87.5%	90.5%	97.9%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Quality Care	88.2%	92.5%	91.4%	92.1%	83.8%	96.7%	94.8%	92.4%
Right at Home	No Data	No Data	100.0%	100.0%	78.9%	100.0%	96.6%	87.0%
SH of Southern Ohio LLC	92.9%	94.7%	100.0%	50.0%	76.2%	100.0%	97.6%	94.6%
Superior Home Care, Inc.	93.8%	97.0%	96.7%	96.4%	91.7%	94.3%	100.0%	98.0%
Western Hills Home Care	No Data	100.0%	No Data	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

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	98.9%	98.6%	97.8%	95.6%	99.2%	99.2%	98.7%	98.3%
Maple Knoll Outreach Services for Seniors	97.2%	99.6%	95.8%	99.2%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	98.8%	99.2%	97.6%	97.7%	94.3%	98.1%	97.6%	98.6%
Meals on Wheels of SW Ohio and Northern Kentucky	97.6%	97.9%	97.3%	96.8%	96.6%	98.3%	98.4%	98.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.6%	100.0%	98.7%	100.0%	98.4%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	96.8%	97.8%	100.0%	100.0%	99.1%	99.3%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.6%	100.0%	98.9%	98.6%	99.0%	99.0%	99.6%	98.9%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	97.7%	97.8%	98.1%	90.7%	100.0%	97.6%	99.0%	98.5%
Maple Knoll Outreach Services for Seniors	97.1%	97.1%	92.5%	96.8%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.5%	97.1%	95.7%	94.6%	87.5%	97.5%	96.5%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	95.9%	95.8%	94.7%	94.7%	94.0%	96.1%	96.7%	97.0%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	99.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	99.5%	99.5%	99.0%	98.2%	99.6%	99.6%	99.7%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	97.8%	100.0%
Maple Knoll Outreach Services for Seniors	96.0%	100.0%	94.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	98.2%	99.1%	97.6%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.7%	97.9%	97.9%	98.4%	98.9%	98.8%	98.1%

Do you eat your home delivered meals?								
Historical Average: 98.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	95.3%	100.0%	99.3%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	99.4%	100.0%	98.4%	99.5%	98.7%	99.5%	99.3%	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

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	95.5%	93.3%	94.2%	90.7%	93.9%	98.8%	94.9%	93.9%
Maple Knoll Outreach Services for Seniors	87.9%	100.0%	92.3%	96.8%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.5%	100.0%	93.8%	94.7%	90.6%	94.3%	91.0%	95.7%
Meals on Wheels of SW Ohio and Northern Kentucky	93.4%	92.9%	93.9%	92.9%	91.1%	95.3%	95.2%	96.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	97.8%	94.2%	93.0%	100.0%	100.0%	99.0%	98.5%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	95.0%	100.0%	95.7%	92.1%	93.7%	96.7%	99.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	98.2%	96.3%	95.7%	95.8%	98.8%	98.4%	98.9%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	97.7%	100.0%	98.1%	95.3%	100.0%	100.0%	99.0%	97.0%
Maple Knoll Outreach Services for Seniors	97.1%	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	97.8%	100.0%	90.6%	98.4%	98.6%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	98.4%	98.9%	95.9%	97.6%	99.5%	99.3%	98.9%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	99.1%	98.3%	98.9%	98.0%	98.2%	98.1%	100.0%	98.3%
A-List Cleaning & Transportation	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	99.5%	98.7%	99.2%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	96.1%	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%
I Care Transportation LLC	90.2%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	95.4%	98.3%	95.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	97.2%	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	92.0%	95.0%	100.0%	No Data	95.0%	95.0%	No Data	80.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	50.5%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	96.7%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	99.3%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	95.7%	99.0%	100.0%	No Data	100.0%	100.0%	No Data	97.5%
Traveling Seniors Transportation	94.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	89.5%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	96.3%	100.0%	94.1%	97.4%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.0%	100.0%	100.0%	93.8%	94.6%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	91.3%	91.7%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	97.2%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%
I Care Transportation LLC	72.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	92.5%	92.6%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.4%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
360 Total Care LLC	100.0%	96.2%	100.0%	100.0%	100.0%	94.6%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	92.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	77.8%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.2%	96.3%	100.0%	100.0%	97.4%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
A-List Cleaning & Transportation	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	82.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	71.4%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	72.7%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.1%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	83.3%	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	92.9%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	71.4%	90.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 4.5%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	90.9%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	83.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	90.9%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	68.4%	50.0%	100.0%	No Data	100.0%	100.0%	No Data	0.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	78.9%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	57.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	96.2%	96.3%	100.0%	94.1%	97.4%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	83.3%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	98.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	92.9%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	75.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Ny's Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Shaddai Transportation LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	91.9%	98.4%	100.0%	93.5%	99.0%	97.9%	95.7%	100.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	78.6%	60.0%	13.8%	13.3%	4.1%	7.3%	9.0%	30.1%

Was scheduling your ride with the Transportation Coordination Center easy?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Was the Transportation Coordination staff kind and courteous?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%

Would you recommend home52 Transportation to a family member or friend?								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	99.6%	100.0%	99.2%	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.



Appendix A: Methodology for SASI Analysis

Hamilton 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 25,681 SASIs collected over a two year period from January 1st, 2023 through December 31st 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

Community Access Analysis Report – Elderly Services Program

Council on Aging - 2/27/2025

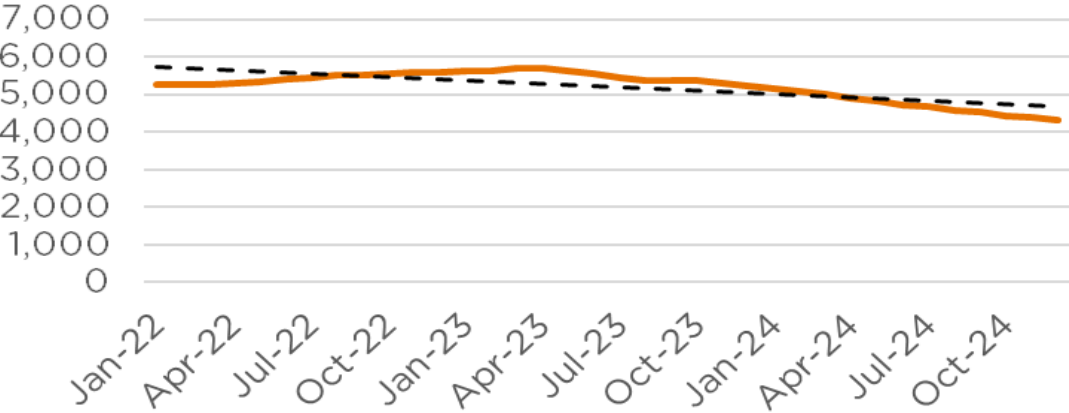
Community Access Workgroup Members:

- Maria Tirado Rodriguez – HCESP CC
- Alyssia Kelley – ESP Supervisor
- Shelby Stout – ESP Manager
- Tonya Smart – FTH Manager
- Paula Smith – Communications
- Lisa Kruse – Communications
- Megan Kelley – Business Analyst
- Kim Clark – Community Business Operations
- Nancy Cahall – Government Relations

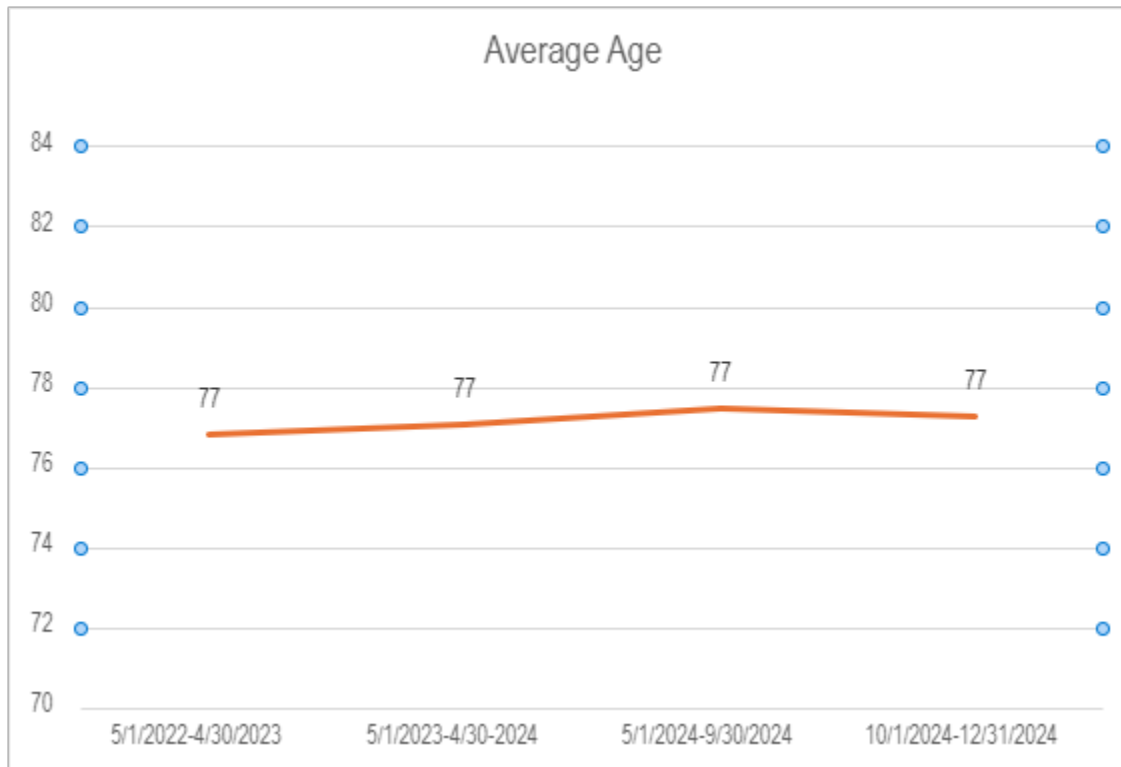
Data Before & After Managed Enrollment:

- Number of clients: As expected, Managed Enrollment has decreased the number of clients in HCESP

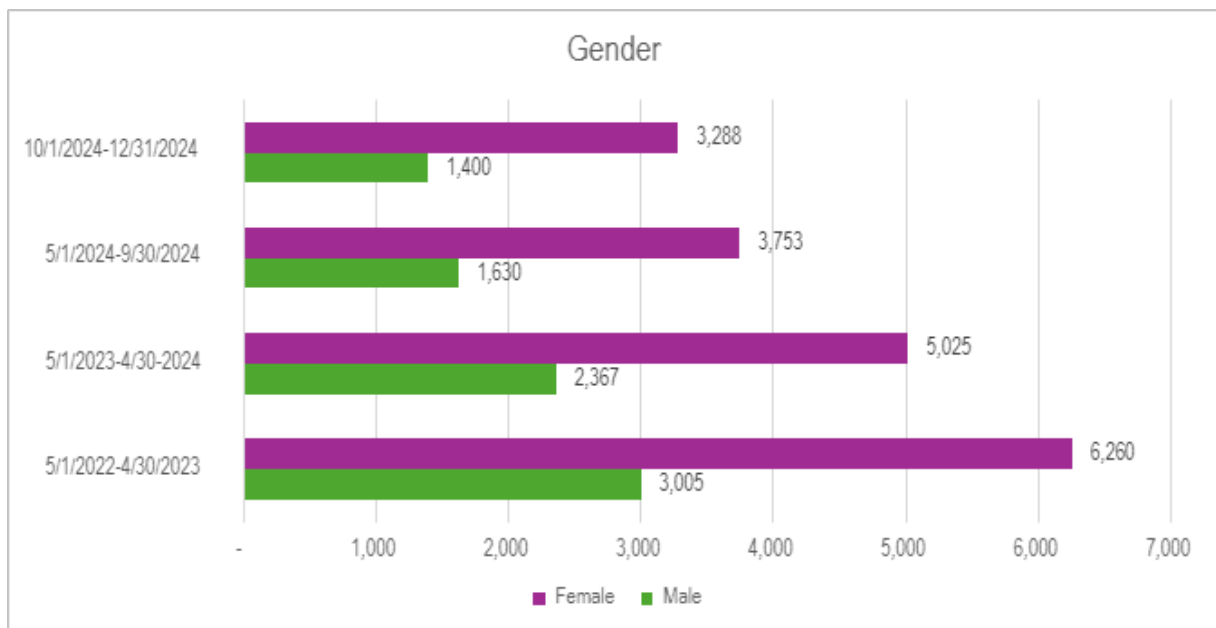
ESP Monthly Census Trend 2022 - 2024



- Age: The average age of client in HCESP has not been affected by Managed Enrollment



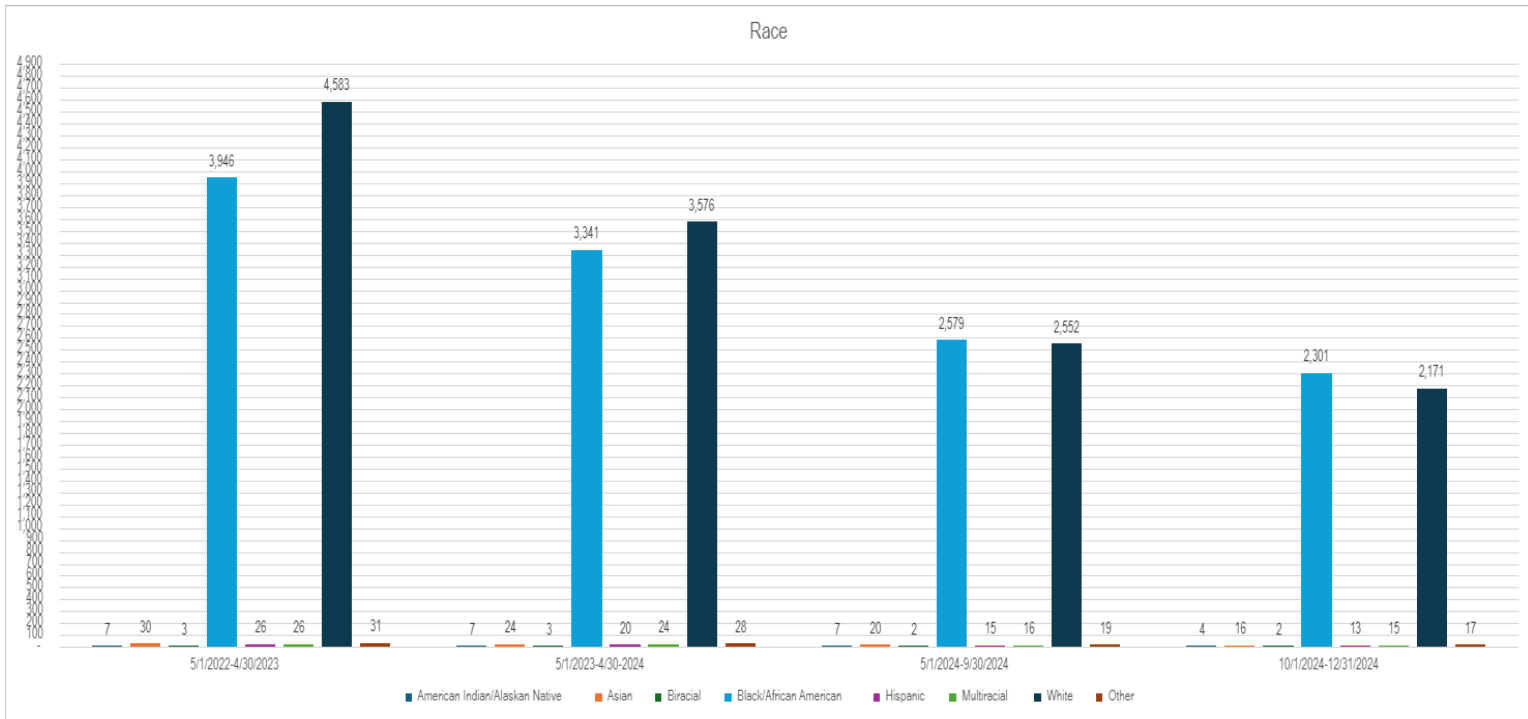
- Gender: HCESP has always had a higher number of female vs male identifying clients



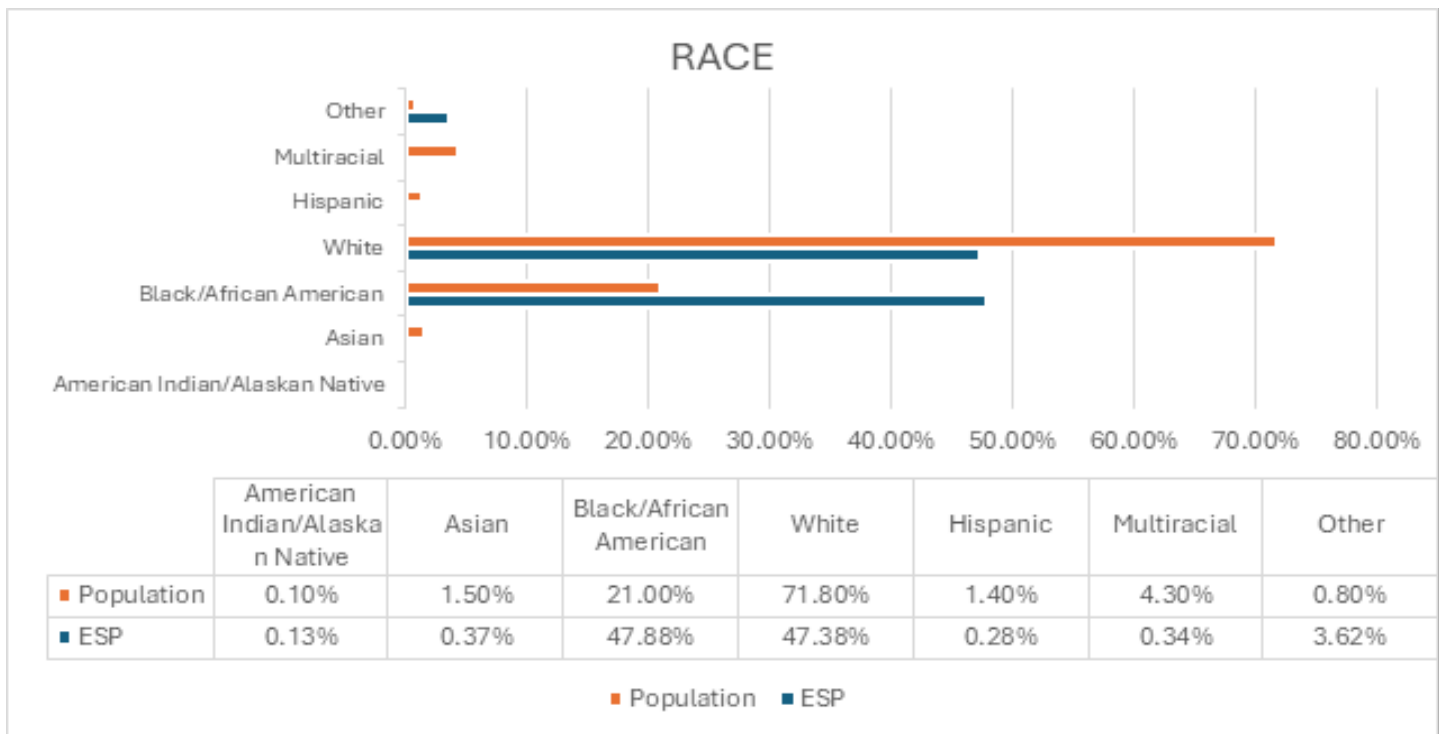
- Race: Up until April 2024, most HCESP clients identified as White.

The last two quarters show an increase in Black clients, now being our highest number of clients – Our communications representatives confirmed their outreach efforts have focused on the Black community by being present and sponsoring key community events. It is also likely that clients of mixed decent / Biracial / Multiracial, may be identifying with one race primarily.

All other races; Asian, Hispanic, American Indian / Alaskan Native, Biracial, Multiracial, and Other, fall under 1% of total clients in HCESP.



- Compared to the general 60+ Hamilton County population data



- Ethnicity: Measured as “Hispanic or Latino” or “Non-Hispanic or Latino”
Hispanic or Latino identifying clients have remained under the 1% of HCESP clients



- Why the disparity?: No adequate reach out material – Materials are only in English
Cultural differences – Some cultures are more likely to place a person's care in the hands of family. Distrust of hospitals or government agencies

Accurate reporting – Mixed decent clients may be identifying with one race primarily

Next Steps

- We plan to continue monitoring data quarterly over time to track the success of our efforts as well as prevent any unintentional impacts on the population we serve.
- We are working to close the gap by focusing and redirecting outreach to all individuals, translating marketing and advertising materials to languages other than English, and working with other community groups and organizations to be more present in the different communities.
- Communications has created a survey to learn more about staff involvement in community activities and groups, as well as second languages.
- We have completed an application for a grant with Interact for Health (IFH) that will support our efforts.

Grant:

- Building Capacity for Equitable Data and Evaluation
 - 18-month grant for up to \$40,000 in funds
 - Aims to strengthen organizational capacity for equitable data and evaluation
 - Address health disparities and inequities by focusing on vital conditions for health such as housing, transportation, and lifelong learning
 - Ensure fair access to the resources and conditions needed for health and wellbeing
 - Shift mindsets and practices around data and evaluation to center equity
 - Support nonprofit and government organizations in adopting equitable data approaches
- Application submitted on 2/6
 - Translation of outreach information and communications to: Spanish, Nepali, and Russian
 - Cost of staff time and dedication for cohort meetings and Equity Workgroup

Agency Partnership - Su Casa:

- Health Fair 4/6 at St. Julie Billiart Parish / Fenmont Center
- Translator provided if needed

Center for Respite Care

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Budget	Balance Remaining	
	44,820.88	20,328.01	31,034.77	49,553.00	70,392.95	33,870.38	249,999.99	250,000.00	0.01
Direct CM Services	6,472.54	2,820.58	4,185.96	7,566.51	8,687.15	8,242.28			
Direct Medical Services	13,883.59	5,641.94	9,374.44	16,165.01	21,343.12	19,363.58			
	20,356.13	8,462.52	13,560.40	23,731.52	30,030.27	27,605.86			
Personnel Cost	42,077.85	36,498.80	39,334.81	41,706.65	44,912.73	12,573.00			
Non-Personnel Cost	13,895.90	19,329.23	18,746.08	15,221.58	28,903.93	-			
Facility Operating	7,775.75	6,682.87	7,662.85	7,765.80	9,231.73	-			
Indirect	-	-	-	-	-	-			
Number of bednights	542	432	459	461.00	572.00	572.00			
Number of bednights for HC Senior Residents	208	82	122	184.00	278.00	285.00			
HC Percentage	38.38%	18.98%	26.58%	39.91%	48.60%	49.83%			
Total Associated Cost for HC Seniors	24,464.75	11,865.49	17,474.37	25,821.48	40,362.68	6,264.52			
Total bednights provided to HC Seniors - Cumulative	208	290	412	596	874	1,159			
Total	44,820.88	20,328.01	31,034.77	49,553.00	70,392.95	33,870.38	250,000.00		

Fixed Copayment Proposal

Background:

The Council on Aging is evaluating changes to the copayment process. All collected copayments are reinvested in the program to serve more older adults. Due to declining collections and recommendations from Scripps Gerontology, changes are being considered.

The goals are:

- simplifying the process and reducing complexity,
- maintaining or increasing copayment revenue,
- ensuring the process addresses individual hardships appropriately.

Current Status:

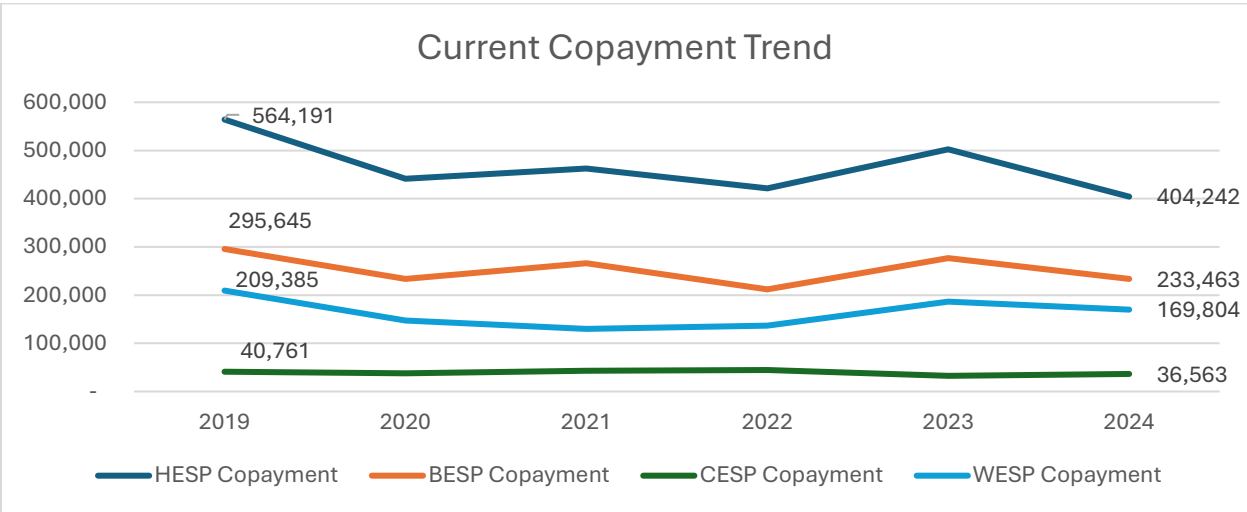
We collaborated with LiveWell to study innovative designs and approaches. We tested and refined multiple models. The current model is operational with all new enrollments in Hamilton County.

Current Scale:	New Scale:
A % copay is calculated. It is confusing for the client to understand what the monthly bill will be. Usually communicated after the initial home visit.	A flat fixed monthly cost. Determined during the initial home visit.
Fluctuating monthly copayment bill. Percentage is applied to actual billing-including late provider billing, rate increases, etc.	Fixed consistent copayment.
Deducts 100% of out-of-pocket medical expenses.	Deducts medical expenses that are above 7.5% of income.
Excessive housing expenses are addressed only through an exception process that is infrequently used.	Deducts housing expenses that are above 25% of income. Only collected if there is a hardship with the monthly bill.
The underlying calculation is based on the poverty guidelines with sliding scale 150% - 400% of the federal poverty guidelines. 150% of poverty level results in a 5% copay and 400% results in a	No change except the calculation results in a monthly amount in conjunction with the agreed upon service plan.

100% copay.	
No asset adjustment in Butler, Clinton and Warren counties.	The 6-month nursing home cost (currently \$55,800) is excluded from the calculation.
A complex liquid asset adjustment in Hamilton County based on estimating values based on earnings, life expectancy.	After that, 10% of asset value is applied to income.
No skip logic	Skip logic:
The same information is collected on everyone.	<ul style="list-style-type: none"> • short cuts if tax forms are available. • Assets are only evaluated if it will make a difference in the copayment. • Medical and housing costs are only collected if the copayment is a hardship.
Difficult to modify over time because it is hard coded into Care Director.	Easy to modify or adjust the variables over time as program needs change.

County Comparison with Current Copayment process:

County:	% with a copay:	Avg amount / month:	Annual Revenue:
Butler	35.1%	\$26.41	\$233,463
Clinton	33.9%	\$33.09	\$36,563
Hamilton	25.6%	\$56.15	\$404,242
Warren	33.7%	\$30.63	\$169,804
Total:	30.4%	\$36.57	\$844,072



Results to date (Hamilton County Pilot):

Category:	Baseline:	New Scale:	Change:	Implication
% with a Copayment	25.6%	39.8%	+55%	Higher Revenue
Avg monthly amount collected	\$56.15	\$87.25	+\$31.10/+55%	Higher Revenue
% with asset adjustment	2%	10.5%	+425%	More Effort, Accuracy, Higher Revenue
% clients with medical deduction*	43%	7%	-84%	Lower Effort and Higher Revenue
% clients with living expense deduction*	0.9%	10.5%	+1000%	More Effort, Lower Revenue, More reasonable
% who have tax filing	NA	21%	NA	Lower Effort and Accuracy

**These %s are dropping b/c of some adjustments to improve the process beginning in mid-January.*

Next Steps:

- a) Establish a detailed implementation plan and timeline that includes required changes in Care Director (program software).
- b) Final proposal will be presented for adoption at the next Advisory Council meeting in June.
- c) Review the new model with the County. We do not believe these changes will require a resolution or change in the contract.
- d) Continued refinement of the copay calculator tool and process.
- e) Modernization of copay collection options to make it easier for clients to pay their bill.
- f) The development of process and training materials for care management and accounting.

2025 Sliding Fee Scale Effective 4/1/2025

	1 Person		2 People		3 People		4 People		5 People		6 People	
FPL (100%) >>>	\$ 15,650		\$ 21,150		\$ 26,650		\$ 32,150		\$ 37,650		\$ 43,150	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 1,956	\$ -	\$ 2,644	\$ -	\$ 3,331	\$ -	\$ 4,019	\$ -	\$ 4,706	\$ -	\$ 5,394
5%	\$ 1,957	\$ 2,127	\$ 2,645	\$ 2,874	\$ 3,332	\$ 3,622	\$ 4,020	\$ 4,369	\$ 4,707	\$ 5,117	\$ 5,395	\$ 5,864
10%	\$ 2,128	\$ 2,299	\$ 2,875	\$ 3,107	\$ 3,623	\$ 3,915	\$ 4,370	\$ 4,723	\$ 5,118	\$ 5,531	\$ 5,865	\$ 6,339
15%	\$ 2,300	\$ 2,471	\$ 3,108	\$ 3,340	\$ 3,916	\$ 4,208	\$ 4,724	\$ 5,076	\$ 5,532	\$ 5,945	\$ 6,340	\$ 6,813
20%	\$ 2,472	\$ 2,643	\$ 3,341	\$ 3,572	\$ 4,209	\$ 4,501	\$ 5,077	\$ 5,430	\$ 5,946	\$ 6,359	\$ 6,814	\$ 7,288
25%	\$ 2,644	\$ 2,815	\$ 3,573	\$ 3,805	\$ 4,502	\$ 4,794	\$ 5,431	\$ 5,784	\$ 6,360	\$ 6,773	\$ 7,289	\$ 7,763
30%	\$ 2,816	\$ 2,988	\$ 3,806	\$ 4,038	\$ 4,795	\$ 5,087	\$ 5,785	\$ 6,137	\$ 6,774	\$ 7,187	\$ 7,764	\$ 8,237
35%	\$ 2,989	\$ 3,160	\$ 4,039	\$ 4,270	\$ 5,088	\$ 5,381	\$ 6,138	\$ 6,491	\$ 7,188	\$ 7,602	\$ 8,238	\$ 8,712
40%	\$ 3,161	\$ 3,332	\$ 4,271	\$ 4,503	\$ 5,382	\$ 5,674	\$ 6,492	\$ 6,845	\$ 7,603	\$ 8,016	\$ 8,713	\$ 9,187
45%	\$ 3,333	\$ 3,504	\$ 4,504	\$ 4,735	\$ 5,675	\$ 5,967	\$ 6,846	\$ 7,198	\$ 8,017	\$ 8,430	\$ 9,188	\$ 9,661
50%	\$ 3,505	\$ 3,676	\$ 4,736	\$ 4,968	\$ 5,968	\$ 6,260	\$ 7,199	\$ 7,552	\$ 8,431	\$ 8,844	\$ 9,662	\$ 10,136
55%	\$ 3,677	\$ 3,848	\$ 4,969	\$ 5,201	\$ 6,261	\$ 6,553	\$ 7,553	\$ 7,906	\$ 8,845	\$ 9,258	\$ 10,137	\$ 10,611
60%	\$ 3,849	\$ 4,020	\$ 5,202	\$ 5,433	\$ 6,554	\$ 6,846	\$ 7,907	\$ 8,259	\$ 9,259	\$ 9,672	\$ 10,612	\$ 11,085
65%	\$ 4,021	\$ 4,193	\$ 5,434	\$ 5,666	\$ 6,847	\$ 7,140	\$ 8,260	\$ 8,613	\$ 9,673	\$ 10,086	\$ 11,086	\$ 11,560
70%	\$ 4,194	\$ 4,365	\$ 5,667	\$ 5,899	\$ 7,141	\$ 7,433	\$ 8,614	\$ 8,967	\$ 10,087	\$ 10,501	\$ 11,561	\$ 12,035
75%	\$ 4,366	\$ 4,537	\$ 5,900	\$ 6,131	\$ 7,434	\$ 7,726	\$ 8,968	\$ 9,320	\$ 10,502	\$ 10,915	\$ 12,036	\$ 12,509
80%	\$ 4,538	\$ 4,709	\$ 6,132	\$ 6,364	\$ 7,727	\$ 8,019	\$ 9,321	\$ 9,674	\$ 10,916	\$ 11,329	\$ 12,510	\$ 12,984
85%	\$ 4,710	\$ 4,881	\$ 6,365	\$ 6,597	\$ 8,020	\$ 8,312	\$ 9,675	\$ 10,028	\$ 11,330	\$ 11,743	\$ 12,985	\$ 13,458
90%	\$ 4,882	\$ 5,053	\$ 6,598	\$ 6,829	\$ 8,313	\$ 8,605	\$ 10,029	\$ 10,381	\$ 11,744	\$ 12,157	\$ 13,459	\$ 13,933
95%	\$ 5,054	\$ 5,226	\$ 6,830	\$ 7,062	\$ 8,606	\$ 8,898	\$ 10,382	\$ 10,735	\$ 12,158	\$ 12,571	\$ 13,934	\$ 14,408
100%	\$ 5,227	\$ 5,398	\$ 7,063	\$ 7,295	\$ 8,899	\$ 9,192	\$ 10,736	\$ 11,089	\$ 12,572	\$ 12,985	\$ 14,409	\$ 14,882

Passport/Waiver planning for clients currently enrolled in ESP

The Elderly Services Program serves as payor of last resort. To ensure the program's efficiency, compliance, and sustainability, the following guidance will be shared with staff. Existing policies outline the process that supports ESP in this role. Enhanced support, along with increased monitoring and evaluation, will help ensure that resources are allocated appropriately.

WAIVER ELIGIBLE	Client can remain on ESP up to 6 months while pursuing waiver enrollment
WAIVER ELIGIBLE – LEVEL OF CARE (LOC) ONLY	Client will privately pay for care plan cost over \$800 monthly

Client appears to meet waiver LOC and financial eligibility.

Client can remain on the program for up to 6 months while pursuing waiver enrollment. Client must follow through with the Passport/waiver assessment to continue to receive services through ESP.

Client appears to meet waiver LOC eligibility but is not financially eligible.

Client can remain on ESP as long as care plan cost are within the cost cap of \$800 monthly. Client is required to private pay for all services over cost cap. Temporary over cost may be approved to allow time for client to liquidate assets or pursue financial eligibility for waiver.

Client reports Medicaid liability is too high.

Hardships will be considered on a case-by-case basis.

Addressing barriers

A designated Care Coordinator will monitor waiver referrals and support clients with the transition process.

Care Coordinator will provide education about the process, make appropriate referrals, assist with the Medicaid application process, explore additional resources and complete regular follow up with the client and waiver program.



Council on Aging of Southwestern Ohio
4601 Malsbary Road
Blue Ash, Ohio 45242
(513) 721-1025 or (800) 252-0155
www.help4seniors.org

**Confidentiality Policy for Board and Advisory Council Members,
Volunteers and Affiliates of Council on Aging**

Respecting the privacy of our clients, donors, members, staff, volunteers and of Council on Aging (COA) itself is a basic value of COA. Personal, health and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from COA in accordance with the HIPAA Privacy and Security Rule.

Board and council members, volunteers and affiliates are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from discussing confidential information in public spaces and from leaving confidential information contained in documents or on computer screens in plain view.

Board and council members, volunteers and affiliates of COA may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of COA that such information must be kept confidential both during and after affiliation or volunteer service. Affiliates and volunteers, including board and advisory council members, are expected to return materials containing privileged or confidential information at the time of separation from affiliation or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Acknowledgement of Confidentiality of Client Information

I agree to treat all information about clients, donors, members, staff, volunteers and COA itself that I learn during my affiliation or service with COA as confidential and I understand that it would be a violation of policy to disclose such information to anyone without prior COA authorization in accordance with the HIPAA Privacy and Security Rule.

Signature of Affiliate/Volunteer _____

Date _____ Name _____

Hamilton County Elderly Services Program
2025
CONFLICT OF INTEREST POLICY

INTRODUCTION

This policy shall apply to the Hamilton County Elderly Services Advisory Council. The Advisory Council recognizes that any real or perceived conflict of interest on behalf of the Advisory Council could impair the ability of the Hamilton County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Hamilton County Elderly Services Program's standard conduct as it relates to potential conflicts of interest.

DEFINITIONS

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
2. "Staff" means an employee of an agency that conducts business with the Hamilton County Elderly Services Program.
3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than \$1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.
4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Hamilton County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Hamilton County Elderly Services Program or Administrator.
5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

STANDARDS

Hamilton County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Hamilton County Elderly Services Program and their stakeholders, free from any adverse or conflicting personal or financial interests.

Refrain from using or authorizing the use of the authority of their positions to secure anything of value or the promise or offer of anything of value that manifests a substantial and improper influence upon them with respect to their duties. No board or council member may either solicit or accept gratuities, favors, or anything of monetary value from grant recipients, potential grant recipients, contractors, potential contractors, or parties to sub-agreements.

Abstain from voting on any matter in which they and/or a family member have a personal or financial interest.

Promptly inform the Advisory Council of any personal or financial interest of which they are aware and may influence their decisions. Such disclosure shall occur at least annually and at any other time that Hamilton County Elderly Services Advisory Council considers any matter involving a business entity in which the board member has an interest.

Refrain from participating in the selection, award, or administration of a grant if real or perceived conflicts of interest exist.

In addition:

No person shall serve concurrently as an employee or board member of a contracted provider and as a board or advisory council member of Hamilton County Elderly Services Program without full disclosure to Hamilton County Elderly Services Advisory Council.

No person shall serve as a contract agency board member whose family member is an employee of Hamilton County Elderly Services Program/Administrator or serves on the Hamilton County Elderly Services Program and Administrator Board without full disclosure to Hamilton County Elderly Services Advisory Council.

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Hamilton County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.
2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.
3. Attached is Conflict of Interest reporting form:

Form I

For reporting by Hamilton County Elderly Services Program Advisory Council. Must be completed by each Hamilton County Elderly Services Program Advisory Council member when elected or appointed. A new form should be completed if a subsequent conflict arises.

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

(For reporting by the Hamilton County Elderly Services Advisory Council)

_____ I have received and read the "Conflict of Interest" policy of the Hamilton County Elderly Services Program. I have no conflict of interest. (*)

_____ I have received and read the "Conflict of Interest" policy of the Hamilton County Elderly Services Program and disclose the following:

I certify that the above information is true to the best of my knowledge and that I have no other conflict to report at this time. I further certify that I will abide by the terms of the conflict of interest policies of the Hamilton County Elderly Services Advisory Council and will report any new conflict of interest when it arises.

Date

Signature

Printed Name

(*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Hamilton County Elderly Services Advisory Council itself;
2. You are a member of Hamilton County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;
3. You have a family member on a contract agency's board or staff;
4. You have a family member on the staff of Hamilton County Elderly Services Program;
5. You have a personal interest in a matter before Hamilton County Elderly Services Program; or
6. You or your family member has a financial interest of \$1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Hamilton County Elderly Services Program.