



## Butler County



## Provider Quality Report

Quarter 2, 2024



# Provider Quality Report: Table of Contents

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

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 22
Home Delivered Meals	23 - 25
Medical Transportation	26 - 29

Appendix A: Methodology for SASI Analysis	30
---	----



# Provider Quality Report: Introduction

## Butler County ESP

### Key changes to the Provider Quality Report (PQR)

#### **General Changes:**

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan. through March).
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

#### **Billable Unit Conversions:**

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

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

#### **SASI Scoring:**

SASI scores that consist of smaller sample sizes may have adverse impact on providers' scores.



# Provider Quality Report: Provider Activity

## Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	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
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Oxford Senior Citizens, Inc.	Independent Living Assistance	8/1/2022
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024



# Provider Quality Report: Service Metrics

## Butler County ESP

### Adult Day Service

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	2	2
Northwest Adult Services Pioneer Home Healthcare	0	0	94	93	65	141	114	65	572
Otterbein Lebanon Adult Day Service	0	91	161	144	117	137	113	84	845
Oxford Senior Citizens, Inc.	128	206	279	318	347	244	212	256	1,988
<b>Total Billable Units</b>	<b>128</b>	<b>297</b>	<b>534</b>	<b>554</b>	<b>529</b>	<b>522</b>	<b>438</b>	<b>407</b>	<b>3,407</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	0	0.49%
Northwest Adult Services Pioneer Home Healthcare	0	0	17.62%	16.79%	12.29%	27.04%	26.03%	15.99%	
Otterbein Lebanon Adult Day Service	0	30.52%	30.18%	25.90%	22.12%	26.27%	25.68%	20.54%	
Oxford Senior Citizens, Inc.	100.00%	69.48%	52.20%	57.31%	65.60%	46.69%	48.29%	62.98%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0	1	1
Northwest Adult Services Pioneer Home Healthcare	0	0	3	4	5	5	6	3	4
Otterbein Lebanon Adult Day Service	0	4	8	7	6	9	9	6	7
Oxford Senior Citizens, Inc.	8	10	12	14	16	13	13	11	12
<b>Total Distinct Clients Served</b>	<b>8</b>	<b>14</b>	<b>23</b>	<b>25</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>21</b>	<b>8</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Consumer Directed Care

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Palco, Inc.	11,746	10,536	16,041	15,178	19,616	22,084	17,537	26,188	138,925
<b>Total Billable Units</b>	<b>11,746</b>	<b>10,536</b>	<b>16,041</b>	<b>15,178</b>	<b>19,616</b>	<b>22,084</b>	<b>17,537</b>	<b>26,188</b>	<b>138,925</b>

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

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Palco, Inc.	124	143	163	185	227	240	232	254	196
<b>Total Distinct Clients Served</b>	<b>124</b>	<b>143</b>	<b>163</b>	<b>185</b>	<b>227</b>	<b>240</b>	<b>232</b>	<b>254</b>	<b>196</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Care Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
A Best Home Care, Inc.	41	61	107	113	72	87	83	74	637
A Miracle Home Care	9,428	10,252	10,369	11,265	13,660	13,600	13,962	13,530	96,065
Always There Healthcare LLC	58	31	0	0	0	0	0	0	88
Assisted Care by Black Stone of CIN	1,508	1,326	1,474	1,233	1,376	1,110	880	531	9,438
Comfort and Care Home Health Agency, Inc.	177	56	39	99	118	56	108	118	770
Helping Hands Private Duty Homecare	1,114	0	0	0	0	0	0	0	1,114
Interim HomeStyles of Greater Cincinnati, Inc.	3,262	3,236	3,368	2,525	2,897	3,462	2,521	2,449	23,720
LCD Home Health Agency	0	0	0	0	0	0	0	38	38
Nova Home Care	613	721	741	803	695	630	715	528	5,444
Prime Home Care, LLC	219	239	184	123	133	64	0	0	962
Quality Care	176	136	125	94	59	111	114	57	873
SH of Southern Ohio LLC	2,408	3,470	3,373	3,929	3,669	3,332	3,155	3,282	26,617
Superior Home Care, Inc.	38	146	128	113	55	86	60	40	665
<b>Total Billable Units</b>	<b>19,038</b>	<b>19,673</b>	<b>19,907</b>	<b>20,297</b>	<b>22,733</b>	<b>22,537</b>	<b>21,597</b>	<b>20,646</b>	<b>166,428</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
A Best Home Care, Inc.	0.21%	0.31%	0.54%	0.56%	0.32%	0.39%	0.38%	0.36%	
A Miracle Home Care	49.52%	52.11%	52.09%	55.50%	60.09%	60.35%	64.65%	65.53%	
Always There Healthcare LLC	0.30%	0.16%	0	0	0	0	0	0	
Assisted Care by Black Stone of CIN	7.92%	6.74%	7.40%	6.08%	6.05%	4.93%	4.08%	2.57%	
Comfort and Care Home Health Agency, Inc.	0.93%	0.28%	0.19%	0.49%	0.52%	0.25%	0.50%	0.57%	
Helping Hands Private Duty Homecare	5.85%	0	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	17.13%	16.45%	16.92%	12.44%	12.74%	15.36%	11.67%	11.86%	
LCD Home Health Agency	0	0	0	0	0	0	0	0.18%	
Nova Home Care	3.22%	3.67%	3.72%	3.96%	3.06%	2.79%	3.31%	2.56%	
Prime Home Care, LLC	1.15%	1.21%	0.93%	0.60%	0.58%	0.28%	0	0	
Quality Care	0.92%	0.69%	0.63%	0.46%	0.26%	0.49%	0.53%	0.28%	
SH of Southern Ohio LLC	12.65%	17.64%	16.94%	19.36%	16.14%	14.78%	14.61%	15.90%	
Superior Home Care, Inc.	0.20%	0.74%	0.64%	0.56%	0.24%	0.38%	0.28%	0.19%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	1	3	2	1	2	3	2	2
A Miracle Home Care	311	311	308	333	417	431	431	431	372
Always There Healthcare LLC	3	1	0	0	0	0	0	0	2
Assisted Care by Black Stone of CIN	44	42	40	35	34	30	26	17	34
Comfort and Care Home Health Agency, Inc.	16	7	10	20	11	4	8	13	11
Helping Hands Private Duty Homecare	151	0	0	0	0	0	0	0	151
Interim HomeStyles of Greater Cincinnati, Inc.	116	108	104	96	93	88	87	81	97
LCD Home Health Agency	0	0	0	0	0	0	0	2	2
Nova Home Care	26	28	27	29	22	13	15	15	22
Prime Home Care, LLC	8	7	6	5	5	3	0	0	6
Quality Care	11	7	6	4	5	4	3	3	5
SH of Southern Ohio LLC	149	142	142	149	151	131	132	163	145
Superior Home Care, Inc.	4	5	4	4	3	3	3	1	3
<b>Total Distinct Clients Served</b>	<b>840</b>	<b>659</b>	<b>650</b>	<b>677</b>	<b>742</b>	<b>709</b>	<b>708</b>	<b>728</b>	<b>70</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Electronic Monitoring System

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	6,900	6,732	5,663	7,634	6,332	6,846	6,898	6,858	53,862
<b>Total Billable Units</b>	<b>6,900</b>	<b>6,732</b>	<b>5,663</b>	<b>7,634</b>	<b>6,332</b>	<b>6,846</b>	<b>6,898</b>	<b>6,858</b>	<b>53,862</b>

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

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,033	1,992	1,926	1,916	1,819	1,809	1,761	1,653	1,864
<b>Total Distinct Clients Served</b>	<b>2,033</b>	<b>1,992</b>	<b>1,926</b>	<b>1,916</b>	<b>1,819</b>	<b>1,809</b>	<b>1,761</b>	<b>1,653</b>	<b>1,864</b>





## Provider Quality Report: Service Metrics

### Butler County ESP

#### Home Delivered Meals

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	30,892	32,351	32,427	32,466	7,411	0	0	0	135,547
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	2,363	6,778	8,747	17,888
Meals on Wheels of SW Ohio and Northern Kentucky	16,477	18,383	20,388	21,802	31,373	39,981	37,919	36,851	223,174
Oxford Senior Citizens, Inc.	3,044	2,582	2,459	2,452	2,401	2,466	2,575	2,478	20,457
Partners in Prime	27,288	25,349	26,361	27,280	34,089	33,076	30,897	27,695	232,035
Warren County Community Service	19,093	20,906	19,648	18,529	27,038	31,193	29,578	27,800	193,785
<b>Total Billable Units</b>	<b>96,794</b>	<b>99,571</b>	<b>101,283</b>	<b>102,529</b>	<b>102,312</b>	<b>109,079</b>	<b>107,747</b>	<b>103,571</b>	<b>822,886</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	31.92%	32.49%	32.02%	31.67%	7.24%	0	0	0	
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	2.17%	6.29%	8.45%	
Meals on Wheels of SW Ohio and Northern Kentucky	17.02%	18.46%	20.13%	21.26%	30.66%	36.65%	35.19%	35.58%	
Oxford Senior Citizens, Inc.	3.14%	2.59%	2.43%	2.39%	2.35%	2.26%	2.39%	2.39%	
Partners in Prime	28.19%	25.46%	26.03%	26.61%	33.32%	30.32%	28.68%	26.74%	
Warren County Community Service	19.73%	21.00%	19.40%	18.07%	26.43%	28.60%	27.45%	26.84%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	517	518	532	540	446	0	0	0	511
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	69	130	149	116
Meals on Wheels of SW Ohio and Northern Kentucky	275	309	344	381	611	648	625	606	475
Oxford Senior Citizens, Inc.	51	45	48	45	44	47	49	48	47
Partners in Prime	427	412	427	436	586	526	474	440	466
Warren County Community Service	314	315	306	300	497	481	460	433	388
<b>Total Distinct Clients Served</b>	<b>1,584</b>	<b>1,599</b>	<b>1,657</b>	<b>1,702</b>	<b>2,184</b>	<b>1,771</b>	<b>1,738</b>	<b>1,676</b>	<b>348</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	0	2	2
American Ramp Systems	41	35	44	53	55	58	63	50	399
Bernens Medical	142	135	154	120	129	131	125	128	1,064
Home First	1	2	1	2	2	3	6	4	21
Mullaney's Pharmacy & Home Health Care	46	35	53	55	42	28	8	0	267
Stateline Medical Equipment	17	2	4	5	9	3	6	3	49
<b>Total Billable Units</b>	<b>247</b>	<b>209</b>	<b>256</b>	<b>235</b>	<b>237</b>	<b>223</b>	<b>208</b>	<b>187</b>	<b>1,802</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
101 Mobility Cincinnati	0	0	0	0	0	0	0	1.07%	
American Ramp Systems	16.60%	16.75%	17.19%	22.55%	23.21%	26.01%	30.29%	26.74%	
Bernens Medical	57.49%	64.59%	60.16%	51.06%	54.43%	58.74%	60.10%	68.45%	
Home First	0.40%	0.96%	0.39%	0.85%	0.84%	1.35%	2.88%	2.14%	
Mullaney's Pharmacy & Home Health Care	18.62%	16.75%	20.70%	23.40%	17.72%	12.56%	3.85%	0	
Stateline Medical Equipment	6.88%	0.96%	1.56%	2.13%	3.80%	1.35%	2.88%	1.60%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	0	1	1
American Ramp Systems	17	15	20	22	23	23	24	19	20
Bernens Medical	101	88	93	83	81	77	74	81	85
Home First	1	2	1	2	2	3	5	4	3
Mullaney's Pharmacy & Home Health Care	32	30	45	42	36	23	6	0	31
Stateline Medical Equipment	17	2	4	5	9	3	5	3	6
<b>Total Distinct Clients Served</b>	<b>168</b>	<b>137</b>	<b>163</b>	<b>154</b>	<b>151</b>	<b>129</b>	<b>114</b>	<b>108</b>	<b>28</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Modification

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	2	3	7
Custom Home Elevator & Lift Co. Inc.	3	3	2	2	4	5	5	2	26
Home First	3	3	4	6	3	3	7	6	35
HomeCare Mattress Inc.	0	0	0	0	2	1	0	0	3
MedAdapt Ltd.	22	22	35	26	38	37	29	21	230
People Working Cooperatively, Inc.	0	4	2	2	0	0	0	0	8
Stalene Medical Equipment	33	17	23	22	21	19	12	8	155
Tri-State Maintenance	25	27	26	28	32	17	5	13	173
<b>Total Billable Units</b>	<b>86</b>	<b>76</b>	<b>92</b>	<b>86</b>	<b>100</b>	<b>84</b>	<b>60</b>	<b>53</b>	<b>637</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2.38%	3.33%	5.66%	
Custom Home Elevator & Lift Co. Inc.	3.49%	3.95%	2.17%	2.33%	4.00%	5.95%	8.33%	3.77%	
Home First	3.49%	3.95%	4.35%	6.98%	3.00%	3.57%	11.67%	11.32%	
HomeCare Mattress Inc.	0	0	0	0	2.00%	1.19%	0	0	
MedAdapt Ltd.	25.58%	28.95%	38.04%	30.23%	38.00%	44.05%	48.33%	39.62%	
People Working Cooperatively, Inc.	0	5.26%	2.17%	2.33%	0	0	0	0	
Stalene Medical Equipment	38.37%	22.37%	25.00%	25.58%	21.00%	22.62%	20.00%	15.09%	
Tri-State Maintenance	29.07%	35.53%	28.26%	32.56%	32.00%	20.24%	8.33%	24.53%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	2	2	3	2
Custom Home Elevator & Lift Co. Inc.	3	3	2	2	4	5	5	2	3
Home First	3	3	4	6	2	3	7	6	4
HomeCare Mattress Inc.	0	0	0	0	2	1	0	0	2
MedAdapt Ltd.	21	21	34	25	37	35	27	21	28
People Working Cooperatively, Inc.	0	3	2	2	0	0	0	0	2
Stalene Medical Equipment	32	17	23	22	20	19	12	8	19
Tri-State Maintenance	24	26	22	27	32	17	5	13	21
<b>Total Distinct Clients Served</b>	<b>83</b>	<b>73</b>	<b>87</b>	<b>84</b>	<b>97</b>	<b>82</b>	<b>58</b>	<b>53</b>	<b>13</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Independent Living Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	115	154	103	94	4	0	0	0	470
Oxford Senior Citizens, Inc.	2	0	0	5	9	7	11	16	50
Partners in Prime	982	1,105	997	1,068	1,122	997	903	1,063	8,237
<b>Total Billable Units</b>	<b>1,099</b>	<b>1,259</b>	<b>1,100</b>	<b>1,167</b>	<b>1,135</b>	<b>1,004</b>	<b>914</b>	<b>1,078</b>	<b>8,756</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	10.48%	12.21%	9.34%	8.08%	0.31%	0	0	0	
Oxford Senior Citizens, Inc.	0.16%	0	0	0.43%	0.77%	0.72%	1.23%	1.44%	
Partners in Prime	89.36%	87.79%	90.66%	91.50%	98.92%	99.28%	98.77%	98.56%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	66	70	66	64	10	0	0	0	55
Oxford Senior Citizens, Inc.	1	0	0	2	2	4	4	6	3
Partners in Prime	214	204	210	207	255	240	232	241	225
<b>Total Distinct Clients Served</b>	<b>281</b>	<b>274</b>	<b>276</b>	<b>273</b>	<b>267</b>	<b>244</b>	<b>236</b>	<b>247</b>	<b>110</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Major Housecleaning

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Home First	6	8	1	2	9	7	2	0	35
<b>Total Billable Units</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>35</b>

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

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Home First	6	8	1	2	9	7	2	0	5
<b>Total Distinct Clients Served</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>5</b>



## Provider Quality Report: Service Metrics

Butler County ESP

### Pest Control

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	20	30	28	27	28	20	7	0	160
Milts Termite & Pest Control	25	28	9	4	21	47	49	31	214
<b>Total Billable Units</b>	<b>45</b>	<b>58</b>	<b>37</b>	<b>31</b>	<b>49</b>	<b>67</b>	<b>56</b>	<b>31</b>	<b>374</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
All Gone Termite & Pest Control, Inc.	44.44%	51.72%	75.68%	87.10%	57.14%	29.85%	12.50%	0	
Milts Termite & Pest Control	55.56%	48.28%	24.32%	12.90%	42.86%	70.15%	87.50%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	12	11	13	12	10	3	0	10
Milts Termite & Pest Control	11	13	3	3	10	21	20	17	12
<b>Total Distinct Clients Served</b>	<b>22</b>	<b>25</b>	<b>14</b>	<b>16</b>	<b>22</b>	<b>31</b>	<b>23</b>	<b>17</b>	<b>11</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Transportation

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	986	1,005	760	781	153	0	0	0	3,685
Kemper Shuttle Services	109	53	54	175	138	29	22	46	626
Meda-Care Transportation, Inc.	313	386	357	476	677	816	896	638	4,559
Oxford Senior Citizens, Inc.	3	12	12	17	17	8	3	6	78
Partners in Prime	452	385	396	450	796	992	967	997	5,435
Transport-U Transportation, LLC	168	165	144	162	225	258	241	245	1,608
Universal Transportation Systems	308	236	276	322	330	229	41	0	1,742
Valley Transport LLC	255	324	322	259	723	934	808	763	4,388
Warren County Community Service	102	115	141	139	164	166	171	191	1,189
<b>Total Billable Units</b>	<b>2,696</b>	<b>2,681</b>	<b>2,462</b>	<b>2,781</b>	<b>3,223</b>	<b>3,432</b>	<b>3,149</b>	<b>2,886</b>	<b>23,310</b>

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	36.57%	37.49%	30.87%	28.08%	4.75%	0	0	0	
Kemper Shuttle Services	4.04%	1.98%	2.19%	6.29%	4.28%	0.84%	0.70%	1.59%	
Meda-Care Transportation, Inc.	11.61%	14.40%	14.50%	17.12%	21.01%	23.78%	28.45%	22.11%	
Oxford Senior Citizens, Inc.	0.11%	0.45%	0.49%	0.61%	0.53%	0.23%	0.10%	0.21%	
Partners in Prime	16.77%	14.36%	16.08%	16.18%	24.70%	28.90%	30.71%	34.55%	
Transport-U Transportation, LLC	6.23%	6.15%	5.85%	5.83%	6.98%	7.52%	7.65%	8.49%	
Universal Transportation Systems	11.42%	8.80%	11.21%	11.58%	10.24%	6.67%	1.30%	0	
Valley Transport LLC	9.46%	12.09%	13.08%	9.31%	22.43%	27.21%	25.66%	26.44%	
Warren County Community Service	3.78%	4.29%	5.73%	5.00%	5.09%	4.84%	5.43%	6.62%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	106	108	87	83	41	0	0	0	85
Kemper Shuttle Services	7	5	4	6	9	6	8	6	6
Meda-Care Transportation, Inc.	41	37	44	43	49	59	66	60	50
Oxford Senior Citizens, Inc.	2	4	4	7	5	4	2	2	4
Partners in Prime	46	47	54	64	105	97	98	95	76
Transport-U Transportation, LLC	17	13	16	15	23	19	18	19	18
Universal Transportation Systems	44	37	37	33	34	26	5	0	31
Valley Transport LLC	26	26	27	23	73	65	69	72	48
Warren County Community Service	13	13	16	18	28	19	23	18	19
<b>Total Distinct Clients Served</b>	<b>302</b>	<b>290</b>	<b>289</b>	<b>292</b>	<b>367</b>	<b>295</b>	<b>289</b>	<b>272</b>	<b>35</b>



# Provider Quality Report: Satisfaction Metrics

## Butler County ESP

### Butler County ESP SASI Counts

Home Care Assistance								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	1	0	1	1	2	1	1	1
A Miracle Home Care	100	127	114	126	153	160	175	194
Always There Healthcare LLC	1	2	0	1	1	0	0	0
Assisted Care by Black Stone of CIN	20	15	21	15	16	14	13	5
Comfort and Care Home Health Agency, Inc.	9	4	1	3	6	3	5	3
Helping Hands Private Duty Homecare	23	0	0	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	39	57	37	47	38	45	31	46
Nova Home Care	12	7	16	8	10	6	8	6
Prime Home Care, LLC	1	5	0	4	1	2	0	0
Quality Care	6	4	2	4	2	2	1	4
SH of Southern Ohio LLC	34	43	51	51	59	49	55	53
Superior Home Care, Inc.	1	2	2	1	2	2	1	1

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	151	167	196	179	52	0	0	1
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	4	25	59
Meals on Wheels of SW Ohio and Northern Kentucky	87	106	127	126	183	210	269	223
Oxford Senior Citizens, Inc.	18	9	14	17	14	13	18	18
Partners in Prime	137	149	153	145	203	209	180	181
Warren County Community Service	96	104	106	101	143	164	164	178

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	53	54	56	48	16	0	0	0
Kemper Shuttle Services	7	5	3	1	5	7	3	6
Meda-Care Transportation, Inc.	18	27	28	22	30	33	26	36
Oxford Senior Citizens, Inc.	1	1	3	3	2	3	3	4
Partners in Prime	23	29	20	35	42	40	47	48
Transport-U Transportation, LLC	6	10	7	8	7	12	8	11
Universal Transportation Systems	30	31	30	25	17	20	1	0
Valley Transport LLC	5	14	12	12	19	26	33	25
Warren County Community Service	4	7	9	10	5	13	13	17





# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	80.0%	80.0%	100.0%	100.0%	90.0%	90.0%
A Miracle Home Care	92.3%	91.3%	96.1%	93.6%	94.5%	95.2%	97.5%	97.3%
Always There Healthcare LLC	100.0%	100.0%	No Data	70.0%	30.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	99.4%	90.7%	100.0%	89.7%	100.0%	90.8%	94.8%	90.5%
Comfort and Care Home Health Agency, Inc.	52.5%	67.5%	100.0%	66.7%	59.5%	86.7%	39.7%	100.0%
Helping Hands Private Duty Homecare	77.1%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.0%	91.7%	98.5%	95.9%	96.7%	96.1%	98.1%	95.5%
Nova Home Care	75.8%	93.8%	77.8%	100.0%	84.7%	96.7%	100.0%	100.0%
Prime Home Care, LLC	100.0%	88.0%	No Data	93.3%	60.0%	55.0%	No Data	No Data
Quality Care	61.2%	89.2%	80.0%	89.2%	100.0%	100.0%	100.0%	93.3%
SH of Southern Ohio LLC	88.7%	95.7%	94.4%	93.3%	86.7%	94.0%	86.4%	85.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 5.4%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.8%	93.5%	97.9%	90.5%	94.0%	95.6%	97.4%	99.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%	75.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%	66.7%	100.0%
Helping Hands Private Duty Homecare	73.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.3%	91.7%	100.0%	94.7%	90.0%	97.4%	100.0%	97.3%
Nova Home Care	83.3%	100.0%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	84.6%	92.9%	95.2%	94.9%	86.0%	92.1%	87.8%	85.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know								
Historical Average: 88.4%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.7%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.5%	90.7%	95.9%	88.6%	94.7%	93.3%	98.7%	98.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	94.1%	100.0%	100.0%	90.0%	100.0%	60.0%	81.8%	75.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%	50.0%	100.0%
Helping Hands Private Duty Homecare	80.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.4%	87.2%	96.8%	97.3%	96.8%	92.1%	96.4%	92.5%
Nova Home Care	83.3%	83.3%	80.0%	100.0%	77.8%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	78.6%	90.0%	85.4%	97.5%	81.6%	97.4%	91.5%	86.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.0%	87.3%	90.3%	92.1%	86.3%	91.1%	90.9%	90.6%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	92.9%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	0.0%	25.0%	100.0%	66.7%	33.3%	66.7%	40.0%	100.0%
Helping Hands Private Duty Homecare	56.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	96.5%	94.6%	95.7%	100.0%	95.6%	93.3%	97.8%
Nova Home Care	75.0%	85.7%	62.5%	100.0%	70.0%	83.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Quality Care	16.7%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	78.8%	95.3%	92.2%	92.2%	79.7%	87.2%	77.8%	77.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.0%	95.2%	98.2%	96.0%	97.4%	98.8%	99.4%	100.0%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	77.8%	75.0%	100.0%	66.7%	100.0%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	95.7%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	93.8%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	97.1%	100.0%	100.0%	96.1%	96.6%	97.9%	92.6%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	94.5%	98.2%	96.8%	96.7%	98.8%	99.4%	97.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	87.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	81.3%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	97.1%	100.0%	98.0%	92.2%	96.5%	95.7%	88.9%	91.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	92.9%	97.3%	97.6%	95.4%	96.2%	98.3%	95.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%	91.7%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	78.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	93.0%	100.0%	100.0%	100.0%	95.6%	100.0%	97.8%
Nova Home Care	66.7%	100.0%	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	60.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	94.1%	100.0%	100.0%	94.1%	91.4%	97.9%	87.0%	89.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	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%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.0%	93.7%	99.1%	96.0%	95.4%	95.6%	98.9%	97.9%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	91.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data
Quality Care	75.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	94.1%	100.0%	100.0%	94.1%	94.8%	97.9%	90.7%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
A Miracle Home Care	90.7%	87.1%	92.8%	88.7%	95.1%	94.5%	98.6%	99.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	63.6%	100.0%	62.5%	100.0%	75.0%
Comfort and Care Home Health Agency, Inc.	25.0%	75.0%	100.0%	66.7%	25.0%	66.7%	No Data	100.0%
Helping Hands Private Duty Homecare	65.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	82.4%	68.2%	96.3%	82.4%	85.2%	82.9%	90.9%	80.0%
Nova Home Care	83.3%	83.3%	66.7%	100.0%	88.9%	83.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	33.3%	No Data	50.0%	No Data	No Data
Quality Care	40.0%	66.7%	100.0%	66.7%	100.0%	100.0%	100.0%	33.3%
SH of Southern Ohio LLC	83.3%	90.9%	87.2%	91.9%	71.1%	90.5%	81.0%	80.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Is your aide dependable?								
Historical Average: 89.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.0%	89.8%	96.4%	95.2%	94.1%	93.8%	96.6%	96.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	55.6%	50.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	78.3%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	98.2%	97.3%	93.5%	94.7%	97.8%	100.0%	97.8%
Nova Home Care	75.0%	100.0%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Quality Care	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.2%	92.9%	92.2%	88.2%	82.8%	89.4%	81.5%	82.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.9%	88.1%	94.6%	94.4%	95.4%	94.3%	96.5%	96.4%
Always There Healthcare LLC	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%	90.9%	80.0%
Comfort and Care Home Health Agency, Inc.	33.3%	75.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%
Helping Hands Private Duty Homecare	65.2%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	94.7%	100.0%	95.6%	100.0%	100.0%	100.0%	97.8%
Nova Home Care	66.7%	85.7%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	80.0%	No Data	100.0%	No Data	50.0%	No Data	No Data
Quality Care	40.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	88.2%	95.3%	94.0%	92.0%	86.2%	93.6%	84.9%	75.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Butler County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.4%	97.9%	96.9%	91.4%	87.1%	No Data	No Data	62.5%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	90.6%	100.0%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	97.3%	98.2%	96.0%	97.5%	97.3%	98.7%	97.6%
Oxford Senior Citizens, Inc.	92.8%	100.0%	97.3%	97.8%	91.1%	99.0%	96.2%	94.9%
Partners in Prime	95.5%	97.1%	97.4%	98.5%	97.4%	95.8%	98.7%	96.8%
Warren County Community Service	99.3%	96.2%	98.5%	95.9%	97.8%	96.8%	97.7%	98.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	98.1%	92.9%	86.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.2%	100.0%	99.1%	98.2%	98.8%	99.5%	99.6%	99.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.1%	98.3%	98.3%	100.0%	98.8%	97.6%	99.3%	99.3%
Warren County Community Service	100.0%	98.8%	100.0%	98.6%	97.3%	98.4%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.3%	95.8%	92.7%	86.6%	80.8%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	92.5%	96.1%	93.6%	94.0%	94.3%	97.8%	95.5%
Oxford Senior Citizens, Inc.	88.9%	100.0%	92.9%	94.1%	85.7%	100.0%	93.8%	88.9%
Partners in Prime	91.2%	94.6%	94.8%	97.9%	95.6%	93.8%	98.3%	94.4%
Warren County Community Service	98.9%	93.3%	98.1%	92.1%	96.5%	94.5%	95.7%	96.6%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Butler County ESP

### Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	99.3%	100.0%	100.0%	96.6%	98.1%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	100.0%	100.0%	99.2%	100.0%	99.5%	99.3%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	99.3%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	95.2%	97.6%	97.4%	88.2%	85.3%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	98.1%
Meals on Wheels of SW Ohio and Northern Kentucky	97.3%	96.3%	98.1%	96.3%	99.4%	100.0%	100.0%	99.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	94.4%	97.5%	98.4%	98.2%	98.7%	98.8%	100.0%	99.4%
Warren County Community Service	100.0%	98.8%	100.0%	97.0%	98.1%	99.2%	100.0%	100.0%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	98.2%	99.5%	97.2%	92.3%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.1%	98.4%	96.8%	98.9%	99.0%	99.6%	100.0%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	98.7%	99.3%	99.3%	99.0%	97.1%	99.4%	98.3%
Warren County Community Service	100.0%	97.1%	100.0%	98.0%	98.6%	98.8%	99.4%	99.4%

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





# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Butler County ESP

### Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.7%	95.2%	94.4%	86.5%	80.8%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	93.2%
Meals on Wheels of SW Ohio and Northern Kentucky	95.4%	94.3%	96.9%	92.9%	95.6%	93.8%	97.0%	93.7%
Oxford Senior Citizens, Inc.	70.6%	100.0%	85.7%	94.1%	85.7%	100.0%	81.3%	81.3%
Partners in Prime	92.7%	93.8%	94.7%	95.1%	92.6%	89.4%	94.9%	91.0%
Warren County Community Service	96.9%	91.3%	93.4%	88.1%	93.0%	91.4%	92.1%	93.2%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.7%	98.2%	97.4%	92.7%	88.5%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	98.1%	99.2%	97.6%	95.6%	94.8%	97.8%	98.2%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	94.1%	85.7%	92.3%	100.0%	94.4%
Partners in Prime	95.6%	97.3%	96.7%	99.3%	97.0%	95.7%	97.8%	95.6%
Warren County Community Service	100.0%	96.2%	99.0%	98.0%	99.3%	95.7%	96.3%	97.2%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.0%	98.2%	95.9%	90.5%	84.6%	No Data	No Data	100.0%
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	96.6%	98.1%	97.6%	93.6%	97.8%	97.1%	98.5%	97.3%
Oxford Senior Citizens, Inc.	94.1%	100.0%	100.0%	100.0%	85.7%	100.0%	94.4%	94.4%
Partners in Prime	94.9%	97.3%	96.7%	98.6%	97.5%	94.7%	99.4%	96.7%
Warren County Community Service	99.0%	94.2%	97.2%	95.0%	99.3%	96.3%	98.8%	98.9%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.4%	99.4%	100.0%	99.2%	97.5%	No Data	No Data	No Data
Kemper Shuttle Services	98.6%	100.0%	96.7%	90.0%	94.0%	97.1%	90.0%	88.0%
Meda-Care Transportation, Inc.	91.1%	96.7%	94.0%	99.5%	98.3%	96.7%	97.7%	98.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	96.7%	100.0%
Partners in Prime	99.6%	100.0%	99.5%	99.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	93.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%
Universal Transportation Systems	90.0%	88.1%	89.9%	96.0%	94.7%	75.1%	100.0%	No Data
Valley Transport LLC	88.0%	98.6%	94.0%	95.0%	95.0%	93.5%	90.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	99.0%	96.0%	84.6%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.1%	96.2%	100.0%	95.8%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	88.9%	96.3%	96.0%	95.2%	96.7%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.0%	77.4%	85.7%	96.0%	88.2%	57.9%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	91.7%	88.9%	88.5%	84.4%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	80.0%	84.6%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.4%	100.0%	96.0%	100.0%	100.0%	97.0%	96.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.6%	96.8%	93.1%	100.0%	100.0%	94.7%	100.0%	No Data
Valley Transport LLC	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	93.8%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	100.0%	97.0%	96.2%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	96.8%	93.1%	96.0%	100.0%	89.5%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	96.7%	97.0%	96.2%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	96.8%	89.7%	96.0%	100.0%	89.5%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	66.7%	No Data	100.0%	85.7%	66.7%	100.0%
Meda-Care Transportation, Inc.	94.4%	100.0%	96.0%	100.0%	96.7%	97.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	95.7%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Universal Transportation Systems	96.7%	90.3%	96.4%	100.0%	100.0%	68.4%	100.0%	No Data
Valley Transport LLC	60.0%	100.0%	100.0%	91.7%	88.9%	88.5%	90.6%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	96.0%	100.0%	100.0%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	96.8%	96.4%	100.0%	100.0%	83.3%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	96.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	90.0%	100.0%	84.6%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	94.4%	96.3%	92.0%	100.0%	96.7%	96.9%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.6%	85.7%	96.0%	88.2%	73.7%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	100.0%	94.4%	92.3%	90.6%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.1%	98.1%	100.0%	97.8%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	77.8%	92.6%	88.0%	100.0%	100.0%	93.9%	96.2%	90.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	76.7%	71.0%	82.8%	84.0%	88.2%	52.6%	100.0%	No Data
Valley Transport LLC	80.0%	92.9%	90.0%	83.3%	94.4%	76.9%	87.5%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Butler County ESP

## Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	94.4%	92.6%	96.0%	100.0%	100.0%	97.0%	92.3%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	66.7%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.7%	93.5%	93.1%	96.0%	100.0%	88.9%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	96.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	98.1%	100.0%	100.0%	97.9%	93.8%	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%	66.7%	80.0%
Meda-Care Transportation, Inc.	83.3%	100.0%	88.0%	100.0%	96.7%	97.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.6%	82.8%	96.0%	82.4%	52.6%	100.0%	No Data
Valley Transport LLC	80.0%	100.0%	90.0%	91.7%	88.9%	96.2%	87.1%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	80.0%	84.6%	100.0%	100.0%

<sup>1</sup>Appendix: 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

## Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 25,036 SASIs collected over a two year period from July 1, 2022 through April 30th 2024 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

#### SASI Scores Color Coding Legend

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