



Butler County



Provider Quality Report

Quarter 3, 2024



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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 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
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
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

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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Active Day of Cincinnati	0	0	0	0	0	0	0	4	4
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	2	0	2
Northwest Adult Services Pioneer Home Healthcare	0	94	93	65	141	114	65	65	637
Otterbein Lebanon Adult Day Service	91	161	144	117	137	113	84	198	1,043
Oxford Senior Citizens, Inc.	206	279	318	347	244	212	256	199	2,059
Total Billable Units	297	534	554	529	522	438	407	466	3,745

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Active Day of Cincinnati	0	0	0	0	0	0	0	0.86%	
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	0.49%	0	
Northwest Adult Services Pioneer Home Healthcare	0	17.62%	16.79%	12.29%	27.04%	26.03%	15.99%	13.95%	
Otterbein Lebanon Adult Day Service	30.52%	30.18%	25.90%	22.12%	26.27%	25.68%	20.54%	42.49%	
Oxford Senior Citizens, Inc.	69.48%	52.20%	57.31%	65.60%	46.69%	48.29%	62.98%	42.70%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	0	0	0	0	0	0	0	1	1
Lincoln Heights Outreach Inc.	0	0	0	0	0	0	1	0	1
Northwest Adult Services Pioneer Home Healthcare	0	3	4	5	5	6	3	5	4
Otterbein Lebanon Adult Day Service	4	8	7	6	9	9	6	9	7
Oxford Senior Citizens, Inc.	10	12	14	16	13	13	11	9	12
Total Distinct Clients Served	14	23	25	27	27	28	21	24	8



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Palco, Inc.	10,536	16,041	15,178	19,616	22,084	17,537	26,188	22,851	150,030
Total Billable Units	10,536	16,041	15,178	19,616	22,084	17,537	26,188	22,851	150,030

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Palco, Inc.	143	163	185	227	240	232	254	249	212
Total Distinct Clients Served	143	163	185	227	240	232	254	249	212



Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	2,133	1,845	2,589	1,884	2,024	1,868	1,755	1,639	15,737
Total Billable Units	2,133	1,845	2,589	1,884	2,024	1,868	1,755	1,639	15,737

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	443	435	446	378	377	349	316	284	379
Total Distinct Clients Served	443	435	446	378	377	349	316	284	379

Home Care Assistance

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
A Best Home Care, Inc.	61	107	113	72	87	83	74	78	674
A Miracle Home Care	10,252	10,369	11,265	13,660	13,600	13,962	13,530	13,460	100,097
Always There Healthcare LLC	31	0	0	0	0	0	0	0	31
Assisted Care by Black Stone of CIN	1,326	1,474	1,233	1,376	1,110	880	531	501	8,431
Comfort and Care Home Health Agency, Inc.	56	39	99	118	56	108	118	101	694
Interim HomeStyles of Greater Cincinnati, Inc.	3,236	3,368	2,525	2,897	3,462	2,521	2,449	2,089	22,547
LCD Home Health Agency	0	0	0	0	0	0	38	100	138
Nova Home Care	721	741	803	695	630	715	528	420	5,251
Prime Home Care, LLC	239	184	123	133	64	0	0	81	824
Quality Care	136	125	94	59	111	114	57	0	697
SH of Southern Ohio LLC	3,470	3,373	3,929	3,669	3,332	3,155	3,282	3,995	28,205
Superior Home Care, Inc.	146	128	113	55	86	60	40	44	671
Total Billable Units	19,673	19,907	20,297	22,733	22,537	21,597	20,646	20,869	168,259

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
A Best Home Care, Inc.	0.31%	0.54%	0.56%	0.32%	0.39%	0.38%	0.36%	0.37%	
A Miracle Home Care	52.11%	52.09%	55.50%	60.09%	60.35%	64.65%	65.53%	64.50%	
Always There Healthcare LLC	0.16%	0	0	0	0	0	0	0	
Assisted Care by Black Stone of CIN	6.74%	7.40%	6.08%	6.05%	4.93%	4.08%	2.57%	2.40%	
Comfort and Care Home Health Agency, Inc.	0.28%	0.19%	0.49%	0.52%	0.25%	0.50%	0.57%	0.48%	
Interim HomeStyles of Greater Cincinnati, Inc.	16.45%	16.92%	12.44%	12.74%	15.36%	11.67%	11.86%	10.01%	
LCD Home Health Agency	0	0	0	0	0	0	0.18%	0.48%	
Nova Home Care	3.67%	3.72%	3.96%	3.06%	2.79%	3.31%	2.56%	2.01%	
Prime Home Care, LLC	1.21%	0.93%	0.60%	0.58%	0.28%	0	0	0.39%	
Quality Care	0.69%	0.63%	0.46%	0.26%	0.49%	0.53%	0.28%	0	
SH of Southern Ohio LLC	17.64%	16.94%	19.36%	16.14%	14.78%	14.61%	15.90%	19.14%	
Superior Home Care, Inc.	0.74%	0.64%	0.56%	0.24%	0.38%	0.28%	0.19%	0.21%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	3	2	1	2	3	2	1	2
A Miracle Home Care	311	308	333	417	431	431	431	446	389
Always There Healthcare LLC	1	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	42	40	35	34	30	26	17	16	30
Comfort and Care Home Health Agency, Inc.	7	10	20	11	4	8	13	7	10
Interim HomeStyles of Greater Cincinnati, Inc.	108	104	96	93	88	87	81	76	92
LCD Home Health Agency	0	0	0	0	0	0	2	8	5
Nova Home Care	28	27	29	22	13	15	15	11	20
Prime Home Care, LLC	7	6	5	5	3	0	0	3	5
Quality Care	7	6	4	5	4	3	3	0	5
SH of Southern Ohio LLC	142	142	149	151	131	132	163	170	148
Superior Home Care, Inc.	5	4	4	3	3	3	1	1	3
Total Distinct Clients Served	659	650	677	742	709	708	728	739	70

Home Delivered Meals

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	32,351	32,427	32,466	7,411	0	0	0	0	104,655
Mayerson JCC (Jewish Community Center)	0	0	0	0	2,363	6,778	8,747	8,886	26,774
Meals on Wheels of SW Ohio and Northern Kentucky	18,383	20,388	21,802	31,373	39,981	37,919	36,851	35,435	242,132
Oxford Senior Citizens, Inc.	2,582	2,459	2,452	2,401	2,466	2,575	2,478	2,420	19,833
Partners in Prime	25,349	26,361	27,280	34,089	33,076	30,897	27,695	26,884	231,631
Warren County Community Service	20,906	19,648	18,529	27,038	31,193	29,578	27,800	27,688	202,380
Total Billable Units	99,571	101,283	102,529	102,312	109,079	107,747	103,571	101,313	827,405

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	32.49%	32.02%	31.67%	7.24%	0	0	0	0	
Mayerson JCC (Jewish Community Center)	0	0	0	0	2.17%	6.29%	8.45%	8.77%	
Meals on Wheels of SW Ohio and Northern Kentucky	18.46%	20.13%	21.26%	30.66%	36.65%	35.19%	35.58%	34.98%	
Oxford Senior Citizens, Inc.	2.59%	2.43%	2.39%	2.35%	2.26%	2.39%	2.39%	2.39%	
Partners in Prime	25.46%	26.03%	26.61%	33.32%	30.32%	28.68%	26.74%	26.54%	
Warren County Community Service	21.00%	19.40%	18.07%	26.43%	28.60%	27.45%	26.84%	27.33%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	518	532	540	446	0	0	0	0	509
Mayerson JCC (Jewish Community Center)	0	0	0	0	69	130	149	163	128
Meals on Wheels of SW Ohio and Northern Kentucky	309	344	381	611	648	625	606	580	513
Oxford Senior Citizens, Inc.	45	48	45	44	47	49	48	47	47
Partners in Prime	412	427	436	586	526	474	440	414	464
Warren County Community Service	315	306	300	497	481	460	433	419	401
Total Distinct Clients Served	1,599	1,657	1,702	2,184	1,771	1,738	1,676	1,623	349



Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	2	1	3
American Ramp Systems	35	44	53	55	58	63	50	58	416
Bernens Medical	135	154	120	129	131	125	128	104	1,026
Home First	2	1	2	2	3	6	4	5	25
Janz Medical Supply	0	0	0	0	0	0	0	5	5
Mullaney's Pharmacy & Home Health Care	35	53	55	42	28	8	0	0	221
Stateline Medical Equipment	2	4	5	9	3	6	3	7	39
Total Billable Units	209	256	235	237	223	208	187	180	1,735

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
101 Mobility Cincinnati	0	0	0	0	0	0	1.07%	0.56%	
American Ramp Systems	16.75%	17.19%	22.55%	23.21%	26.01%	30.29%	26.74%	32.22%	
Bernens Medical	64.59%	60.16%	51.06%	54.43%	58.74%	60.10%	68.45%	57.78%	
Home First	0.96%	0.39%	0.85%	0.84%	1.35%	2.88%	2.14%	2.78%	
Janz Medical Supply	0	0	0	0	0	0	0	2.78%	
Mullaney's Pharmacy & Home Health Care	16.75%	20.70%	23.40%	17.72%	12.56%	3.85%	0	0	
Stateline Medical Equipment	0.96%	1.56%	2.13%	3.80%	1.35%	2.88%	1.60%	3.89%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	1	1	1
American Ramp Systems	15	20	22	23	23	24	19	20	21
Bernens Medical	88	93	83	81	77	74	81	73	81
Home First	2	1	2	2	3	5	4	5	3
Janz Medical Supply	0	0	0	0	0	0	0	5	5
Mullaney's Pharmacy & Home Health Care	30	45	42	36	23	6	0	0	30
Stateline Medical Equipment	2	4	5	9	3	5	3	7	5
Total Distinct Clients Served	137	163	154	151	129	114	108	111	26

Home Modification

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	2	2	3	0	7
Custom Home Elevator & Lift Co. Inc.	3	2	2	4	5	5	2	2	25
Home First	3	4	6	3	3	7	6	3	35
HomeCare Mattress Inc.	0	0	0	2	1	0	0	2	5
MedAdapt Ltd.	22	35	26	38	37	29	21	32	240
People Working Cooperatively, Inc.	4	2	2	0	0	0	0	0	8
Stateline Medical Equipment	17	23	22	21	19	12	8	22	144
Tri-State Maintenance	27	26	28	32	17	5	13	15	163
Total Billable Units	76	92	86	100	84	60	53	76	627

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	2.38%	3.33%	5.66%	0	
Custom Home Elevator & Lift Co. Inc.	3.95%	2.17%	2.33%	4.00%	5.95%	8.33%	3.77%	2.63%	
Home First	3.95%	4.35%	6.98%	3.00%	3.57%	11.67%	11.32%	3.95%	
HomeCare Mattress Inc.	0	0	0	2.00%	1.19%	0	0	2.63%	
MedAdapt Ltd.	28.95%	38.04%	30.23%	38.00%	44.05%	48.33%	39.62%	42.11%	
People Working Cooperatively, Inc.	5.26%	2.17%	2.33%	0	0	0	0	0	
Stateline Medical Equipment	22.37%	25.00%	25.58%	21.00%	22.62%	20.00%	15.09%	28.95%	
Tri-State Maintenance	35.53%	28.26%	32.56%	32.00%	20.24%	8.33%	24.53%	19.74%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	2	2	3	0	2
Custom Home Elevator & Lift Co. Inc.	3	2	2	4	5	5	2	2	3
Home First	3	4	6	2	3	7	6	3	4
HomeCare Mattress Inc.	0	0	0	2	1	0	0	2	2
MedAdapt Ltd.	21	34	25	37	35	27	21	30	29
People Working Cooperatively, Inc.	3	2	2	0	0	0	0	0	2
Stateline Medical Equipment	17	23	22	20	19	12	8	22	18
Tri-State Maintenance	26	22	27	32	17	5	13	15	20
Total Distinct Clients Served	73	87	84	97	82	58	53	74	12



Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	154	103	94	4	0	0	0	0	354
Oxford Senior Citizens, Inc.	0	0	5	9	7	11	16	8	56
Partners in Prime	1,105	997	1,068	1,122	997	903	1,063	1,049	8,303
Total Billable Units	1,259	1,100	1,167	1,135	1,004	914	1,078	1,057	8,713

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	12.21%	9.34%	8.08%	0.31%	0	0	0	0	
Oxford Senior Citizens, Inc.	0	0	0.43%	0.77%	0.72%	1.23%	1.44%	0.73%	
Partners in Prime	87.79%	90.66%	91.50%	98.92%	99.28%	98.77%	98.56%	99.27%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	70	66	64	10	0	0	0	0	53
Oxford Senior Citizens, Inc.	0	0	2	2	4	4	6	5	4
Partners in Prime	204	210	207	255	240	232	241	229	227
Total Distinct Clients Served	274	276	273	267	244	236	247	234	114



Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Home First	8	1	2	9	7	2	0	3	32
Total Billable Units	8	1	2	9	7	2	0	3	32

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

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Home First	8	1	2	9	7	2	0	3	5
Total Distinct Clients Served	8	1	2	9	7	2	0	3	5



Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	30	28	27	28	20	7	0	0	140
Milts Termite & Pest Control	28	9	4	21	47	49	31	26	215
Total Billable Units	58	37	31	49	67	56	31	26	355

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
All Gone Termite & Pest Control, Inc.	51.72%	75.68%	87.10%	57.14%	29.85%	12.50%	0	0	
Milts Termite & Pest Control	48.28%	24.32%	12.90%	42.86%	70.15%	87.50%	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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	12	11	13	12	10	3	0	0	10
Milts Termite & Pest Control	13	3	3	10	21	20	17	14	13
Total Distinct Clients Served	25	14	16	22	31	23	17	14	12

Transportation

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	1,005	760	781	153	0	0	0	0	2,699
Kemper Shuttle Services	53	54	175	138	29	22	46	24	541
Meda-Care Transportation, Inc.	386	357	476	677	816	896	638	737	4,983
Oxford Senior Citizens, Inc.	12	12	17	17	8	3	6	4	79
Partners in Prime	385	396	450	796	992	967	997	991	5,974
Transport-U Transportation, LLC	165	144	162	225	258	241	245	249	1,689
Universal Transportation Systems	236	276	322	330	229	41	0	0	1,434
Valley Transport LLC	324	322	259	723	934	808	763	618	4,751
Warren County Community Service	115	141	139	164	166	171	191	137	1,224
Total Billable Units	2,681	2,462	2,781	3,223	3,432	3,149	2,886	2,760	23,374

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	37.49%	30.87%	28.08%	4.75%	0	0	0	0	
Kemper Shuttle Services	1.98%	2.19%	6.29%	4.28%	0.84%	0.70%	1.59%	0.87%	
Meda-Care Transportation, Inc.	14.40%	14.50%	17.12%	21.01%	23.78%	28.45%	22.11%	26.70%	
Oxford Senior Citizens, Inc.	0.45%	0.49%	0.61%	0.53%	0.23%	0.10%	0.21%	0.14%	
Partners in Prime	14.36%	16.08%	16.18%	24.70%	28.90%	30.71%	34.55%	35.91%	
Transport-U Transportation, LLC	6.15%	5.85%	5.83%	6.98%	7.52%	7.65%	8.49%	9.02%	
Universal Transportation Systems	8.80%	11.21%	11.58%	10.24%	6.67%	1.30%	0	0	
Valley Transport LLC	12.09%	13.08%	9.31%	22.43%	27.21%	25.66%	26.44%	22.39%	
Warren County Community Service	4.29%	5.73%	5.00%	5.09%	4.84%	5.43%	6.62%	4.96%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	108	87	83	41	0	0	0	0	80
Kemper Shuttle Services	5	4	6	9	6	8	6	4	6
Meda-Care Transportation, Inc.	37	44	43	49	59	66	60	61	52
Oxford Senior Citizens, Inc.	4	4	7	5	4	2	2	2	4
Partners in Prime	47	54	64	105	97	98	95	90	81
Transport-U Transportation, LLC	13	16	15	23	19	18	19	19	18
Universal Transportation Systems	37	37	33	34	26	5	0	0	29
Valley Transport LLC	26	27	23	73	65	69	72	73	54
Warren County Community Service	13	16	18	28	19	23	18	20	19
Total Distinct Clients Served	290	289	292	367	295	289	272	269	36



Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0	1	1	2	1	1	1	1
A Miracle Home Care	127	114	126	153	160	175	194	193
Always There Healthcare LLC	2	0	1	1	0	0	0	0
Assisted Care by Black Stone of CIN	15	21	15	16	14	13	5	10
Comfort and Care Home Health Agency, Inc.	4	1	3	6	3	5	3	3
Interim HomeStyles of Greater Cincinnati, Inc.	57	37	47	38	45	31	46	32
LCD Home Health Agency	0	0	0	0	0	0	0	2
Nova Home Care	7	16	8	10	6	8	6	6
Prime Home Care, LLC	5	0	4	1	2	0	0	0
Quality Care	4	2	4	2	2	1	4	0
SH of Southern Ohio LLC	43	51	51	59	49	55	53	63
Superior Home Care, Inc.	2	2	1	2	2	1	1	0

Home Delivered Meals								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	167	196	179	52	0	0	1	0
Mayerson JCC (Jewish Community Center)	0	0	0	0	4	25	60	55
Meals on Wheels of SW Ohio and N. KY (CASS)	106	127	126	183	210	269	223	271
Oxford Senior Citizens, Inc.	9	14	17	14	13	18	18	20
Partners in Prime	149	153	145	203	209	181	181	204
Warren County Community Service	104	106	101	143	164	164	178	179

Medical Transportation								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	54	56	48	16	0	0	0	0
Kemper Shuttle Services	5	3	1	5	7	3	6	6
Meda-Care Transportation, Inc.	27	28	22	30	33	26	36	42
Oxford Senior Citizens, Inc.	1	3	3	2	3	3	4	3
Partners in Prime	29	20	35	42	41	47	48	47
Transport-U Transportation, LLC	10	7	8	7	12	8	11	5
Universal Transportation Systems	31	30	25	17	20	1	0	0
Valley Transport LLC	14	12	12	19	26	33	25	33
Warren County Community Service	7	9	10	5	13	13	17	16



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	80.0%	80.0%	100.0%	100.0%	90.0%	90.0%	100.0%
A Miracle Home Care	91.3%	96.1%	93.6%	94.5%	95.2%	97.5%	97.3%	98.1%
Always There Healthcare LLC	100.0%	No Data	70.0%	30.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	90.7%	100.0%	89.7%	100.0%	90.8%	94.8%	90.5%	100.0%
Comfort and Care Home Health Agency, Inc.	67.5%	100.0%	66.7%	59.5%	86.7%	39.7%	100.0%	86.7%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	98.5%	95.9%	96.7%	96.1%	98.1%	95.5%	98.6%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	93.8%	77.8%	100.0%	84.7%	96.7%	100.0%	100.0%	100.0%
Prime Home Care, LLC	88.0%	No Data	93.3%	60.0%	55.0%	No Data	No Data	No Data
Quality Care	89.2%	80.0%	89.2%	100.0%	100.0%	100.0%	93.3%	No Data
SH of Southern Ohio LLC	95.7%	94.4%	93.3%	86.7%	94.0%	86.4%	85.6%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	93.5%	97.9%	90.5%	94.0%	95.6%	97.4%	99.4%	98.1%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	90.9%	100.0%	100.0%	83.3%	75.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	60.0%	66.7%	66.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	94.7%	90.0%	97.4%	100.0%	97.3%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	92.9%	95.2%	94.9%	86.0%	92.1%	87.8%	85.7%	96.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Butler 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%								
½ Historical Standard Deviation: 6.7%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	90.7%	95.9%	88.6%	94.7%	93.3%	98.7%	98.9%	100.0%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	90.0%	100.0%	60.0%	81.8%	75.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	60.0%	66.7%	50.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	87.2%	96.8%	97.3%	96.8%	92.1%	96.4%	92.5%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	83.3%	80.0%	100.0%	77.8%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	90.0%	85.4%	97.5%	81.6%	97.4%	91.5%	86.4%	94.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	87.3%	90.3%	92.1%	86.3%	91.1%	90.9%	90.6%	95.8%
Always There Healthcare LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	92.9%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	25.0%	100.0%	66.7%	33.3%	66.7%	40.0%	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	96.5%	94.6%	95.7%	100.0%	95.6%	93.3%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	85.7%	62.5%	100.0%	70.0%	83.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Quality Care	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	95.3%	92.2%	92.2%	79.7%	87.2%	77.8%	77.6%	91.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data

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

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	95.2%	98.2%	96.0%	97.4%	98.8%	99.4%	100.0%	99.0%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	100.0%	100.0%	40.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	93.8%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	96.1%	96.6%	97.9%	92.6%	93.9%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	94.5%	98.2%	96.8%	96.7%	98.8%	99.4%	97.9%	98.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	81.3%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	100.0%	98.0%	92.2%	96.5%	95.7%	88.9%	91.7%	98.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

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	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	92.9%	97.3%	97.6%	95.4%	96.2%	98.3%	95.9%	97.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	92.9%	91.7%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.0%	100.0%	100.0%	100.0%	95.6%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data
Quality Care	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	94.1%	91.4%	97.9%	87.0%	89.8%	96.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	93.7%	99.1%	96.0%	95.4%	95.6%	98.9%	97.9%	97.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data
Quality Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	94.1%	94.8%	97.9%	90.7%	93.9%	98.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Butler County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%
A Miracle Home Care	87.1%	92.8%	88.7%	95.1%	94.5%	98.6%	99.4%	99.3%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	63.6%	100.0%	62.5%	100.0%	75.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	25.0%	66.7%	No Data	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	68.2%	96.3%	82.4%	85.2%	82.9%	90.9%	80.0%	85.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	83.3%	66.7%	100.0%	88.9%	83.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	33.3%	No Data	50.0%	No Data	No Data	No Data
Quality Care	66.7%	100.0%	66.7%	100.0%	100.0%	100.0%	33.3%	No Data
SH of Southern Ohio LLC	90.9%	87.2%	91.9%	71.1%	90.5%	81.0%	80.0%	88.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	89.8%	96.4%	95.2%	94.1%	93.8%	96.6%	96.4%	97.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	97.3%	93.5%	94.7%	97.8%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	92.9%	92.2%	88.2%	82.8%	89.4%	81.5%	82.0%	93.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

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	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	88.1%	94.6%	94.4%	95.4%	94.3%	96.5%	96.4%	98.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	85.7%	100.0%	93.3%	100.0%	92.9%	90.9%	80.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	94.7%	100.0%	95.6%	100.0%	100.0%	100.0%	97.8%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	85.7%	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data
Quality Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
SH of Southern Ohio LLC	95.3%	94.0%	92.0%	86.2%	93.6%	84.9%	75.5%	98.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	97.9%	96.9%	91.4%	87.1%	No Data	No Data	62.5%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	90.6%	100.0%	97.8%	97.9%
Meals on Wheels of SW Ohio and Northern Kentucky	97.3%	98.2%	96.0%	97.5%	97.3%	98.7%	97.6%	98.1%
Oxford Senior Citizens, Inc.	100.0%	97.3%	97.8%	91.1%	99.0%	96.2%	94.9%	99.3%
Partners in Prime	97.1%	97.4%	98.5%	97.4%	95.8%	98.7%	96.8%	98.0%
Warren County Community Service	96.2%	98.5%	95.9%	97.8%	96.8%	97.7%	98.2%	98.7%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	98.1%	92.9%	86.1%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	75.0%	100.0%	98.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.1%	98.2%	98.8%	99.5%	99.6%	99.5%	98.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.3%	98.3%	100.0%	98.8%	97.6%	99.3%	99.3%	99.4%
Warren County Community Service	98.8%	100.0%	98.6%	97.3%	98.4%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	95.8%	92.7%	86.6%	80.8%	No Data	No Data	100.0%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	100.0%	100.0%	98.3%	94.5%
Meals on Wheels of SW Ohio and Northern Kentucky	92.5%	96.1%	93.6%	94.0%	94.3%	97.8%	95.5%	97.0%
Oxford Senior Citizens, Inc.	100.0%	92.9%	94.1%	85.7%	100.0%	93.8%	88.9%	100.0%
Partners in Prime	94.6%	94.8%	97.9%	95.6%	93.8%	98.3%	94.4%	96.5%
Warren County Community Service	93.3%	98.1%	92.1%	96.5%	94.5%	95.7%	96.6%	97.8%

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

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%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	96.6%	98.1%	No Data	No Data	100.0%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	99.2%	100.0%	99.5%	99.3%	97.7%	99.6%
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%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	97.6%	97.4%	88.2%	85.3%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	100.0%	100.0%	98.1%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.3%	98.1%	96.3%	99.4%	100.0%	100.0%	99.0%	99.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.5%	98.4%	98.2%	98.7%	98.8%	100.0%	99.4%	100.0%
Warren County Community Service	98.8%	100.0%	97.0%	98.1%	99.2%	100.0%	100.0%	99.3%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	98.2%	99.5%	97.2%	92.3%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	98.2%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	98.4%	96.8%	98.9%	99.0%	99.6%	100.0%	98.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.7%	99.3%	99.3%	99.0%	97.1%	99.4%	98.3%	98.5%
Warren County Community Service	97.1%	100.0%	98.0%	98.6%	98.8%	99.4%	99.4%	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

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%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	95.2%	94.4%	86.5%	80.8%	No Data	No Data	100.0%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	100.0%	100.0%	93.3%	94.5%
Meals on Wheels of SW Ohio and Northern Kentucky	94.3%	96.9%	92.9%	95.6%	93.8%	97.0%	93.7%	95.2%
Oxford Senior Citizens, Inc.	100.0%	85.7%	94.1%	85.7%	100.0%	81.3%	81.3%	94.7%
Partners in Prime	93.8%	94.7%	95.1%	92.6%	89.4%	95.0%	91.0%	94.1%
Warren County Community Service	91.3%	93.4%	88.1%	93.0%	91.4%	92.1%	93.2%	95.0%

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

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

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	99.4%	100.0%	99.2%	97.5%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	96.7%	90.0%	94.0%	97.1%	90.0%	88.0%	96.0%
Meda-Care Transportation, Inc.	96.7%	94.0%	99.5%	98.3%	96.7%	97.7%	98.1%	98.8%
Oxford Senior Citizens, Inc.	100.0%	96.7%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%
Partners in Prime	100.0%	99.5%	99.1%	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%	99.1%	100.0%
Universal Transportation Systems	88.1%	89.9%	96.0%	94.7%	75.1%	100.0%	No Data	No Data
Valley Transport LLC	98.6%	94.0%	95.0%	95.0%	93.5%	90.9%	95.5%	99.3%
Warren County Community Service	100.0%	100.0%	99.0%	96.0%	84.6%	100.0%	100.0%	100.0%

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

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	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.	100.0%	96.0%	100.0%	100.0%	97.0%	96.0%	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	96.8%	93.1%	100.0%	100.0%	94.7%	100.0%	No Data	No Data
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	93.8%	95.5%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	96.3%	96.0%	100.0%	100.0%	97.0%	96.2%	96.8%	97.6%
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	96.8%	93.1%	96.0%	100.0%	89.5%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

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

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	66.7%	0.0%	100.0%	85.7%	66.7%	100.0%	80.0%
Meda-Care Transportation, Inc.	100.0%	96.0%	100.0%	96.7%	97.0%	100.0%	96.8%	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%	94.7%	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%	90.9%	100.0%
Universal Transportation Systems	90.3%	96.4%	100.0%	100.0%	68.4%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	91.7%	88.9%	88.5%	90.6%	90.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	96.3%	96.0%	100.0%	100.0%	97.0%	100.0%	100.0%	97.6%
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	96.8%	96.4%	100.0%	100.0%	83.3%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	94.4%	100.0%	96.9%	95.5%	100.0%
Warren County Community Service	100.0%	100.0%	90.0%	100.0%	84.6%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	93.8%	No Data	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.	96.3%	92.0%	100.0%	96.7%	96.9%	100.0%	100.0%	97.6%
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%	97.1%	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	80.6%	85.7%	96.0%	88.2%	73.7%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	90.0%	100.0%	94.4%	92.3%	90.6%	100.0%	96.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	98.1%	100.0%	97.8%	93.8%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	92.6%	88.0%	100.0%	100.0%	93.9%	96.2%	90.3%	97.6%
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	71.0%	82.8%	84.0%	88.2%	52.6%	100.0%	No Data	No Data
Valley Transport LLC	92.9%	90.0%	83.3%	94.4%	76.9%	87.5%	95.5%	96.8%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	80.0%
Meda-Care Transportation, Inc.	92.6%	96.0%	100.0%	100.0%	97.0%	92.3%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	66.7%	100.0%	100.0%	100.0%	66.7%	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	93.5%	93.1%	96.0%	100.0%	88.9%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	91.7%	100.0%	100.0%	96.9%	95.5%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%

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

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



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 24,383 SASIs collected over a two year period from October 1, 2022 through September 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

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