



Butler County



Provider Quality Report

Quarter 4, 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
Saint Joseph Construction	Minor Home Mod	12/26/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility 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
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
Active Day of Cincinnati	0	0	0	0	0	0	4	24	28
Lincoln Heights Outreach Inc.	0	0	0	0	0	2	0	0	2
Northwest Adult Services Pioneer Home Healthcare	94	93	65	141	114	65	65	83	720
Otterbein Lebanon Adult Day Service	161	144	117	137	113	84	198	103	1,055
Oxford Senior Citizens, Inc.	279	318	347	244	212	256	199	171	2,024
Total Billable Units	534	554	529	522	438	407	466	380	3,828

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Active Day of Cincinnati	0	0	0	0	0	0	0.86%	6.19%
Lincoln Heights Outreach Inc.	0	0	0	0	0	0.49%	0	0
Northwest Adult Services Pioneer Home Healthcare	17.62%	16.79%	12.29%	27.04%	26.03%	15.99%	13.95%	21.87%
Otterbein Lebanon Adult Day Service	30.18%	25.90%	22.12%	26.27%	25.68%	20.54%	42.49%	27.01%
Oxford Senior Citizens, Inc.	52.20%	57.31%	65.60%	46.69%	48.29%	62.98%	42.70%	44.93%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	0	0	0	0	0	0	1	1	1
Lincoln Heights Outreach Inc.	0	0	0	0	0	1	0	0	1
Northwest Adult Services Pioneer Home Healthcare	3	4	5	5	6	3	5	3	4
Otterbein Lebanon Adult Day Service	8	7	6	9	9	6	9	6	8
Oxford Senior Citizens, Inc.	12	14	16	13	13	11	9	9	12
Total Distinct Clients Served	23	25	27	27	28	21	24	19	7



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	16,041	15,178	19,616	22,084	17,537	26,188	22,851	23,167	162,661
Total Billable Units	16,041	15,178	19,616	22,084	17,537	26,188	22,851	23,167	162,661

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

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	163	185	227	240	232	254	249	251	225
Total Distinct Clients Served	163	185	227	240	232	254	249	251	225



Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	5,531	7,239	5,769	6,104	5,868	5,694	5,354	4,242	45,799
Total Billable Units	5,531	7,239	5,769	6,104	5,868	5,694	5,354	4,242	45,799

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

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,926	1,916	1,819	1,809	1,761	1,653	1,551	1,514	1,744
Total Distinct Clients Served	1,926	1,916	1,819	1,809	1,761	1,653	1,551	1,514	1,744



Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
A Best Home Care, Inc.	107	113	72	87	83	74	78	51	664
A Miracle Home Care	10,369	11,265	13,660	13,600	13,962	13,530	13,460	15,692	105,537
Assisted Care by Black Stone of CIN	1,474	1,233	1,376	1,110	880	531	501	346	7,450
Comfort and Care Home Health Agency, Inc.	39	99	118	56	108	118	101	70	709
Interim HomeStyles of Greater Cincinnati, Inc.	3,368	2,525	2,897	3,462	2,521	2,449	2,089	2,217	21,528
LCD Home Health Agency	0	0	0	0	0	38	100	194	332
Nova Home Care	741	803	695	630	715	528	420	317	4,847
Prime Home Care, LLC	184	123	133	64	0	0	81	50	635
Quality Care	125	94	59	111	114	57	0	8	568
SH of Southern Ohio LLC	3,373	3,929	3,669	3,332	3,155	3,282	3,995	3,653	28,388
Superior Home Care, Inc.	128	113	55	86	60	40	44	44	569
Total Billable Units	19,907	20,297	22,733	22,537	21,597	20,646	20,869	22,640	171,226

Market Share									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	
A Best Home Care, Inc.	0.54%	0.56%	0.32%	0.39%	0.38%	0.36%	0.37%	0.23%	
A Miracle Home Care	52.09%	55.50%	60.09%	60.35%	64.65%	65.53%	64.50%	69.31%	
Assisted Care by Black Stone of CIN	7.40%	6.08%	6.05%	4.93%	4.08%	2.57%	2.40%	1.53%	
Comfort and Care Home Health Agency, Inc.	0.19%	0.49%	0.52%	0.25%	0.50%	0.57%	0.48%	0.31%	
Interim HomeStyles of Greater Cincinnati, Inc.	16.92%	12.44%	12.74%	15.36%	11.67%	11.86%	10.01%	9.79%	
LCD Home Health Agency	0	0	0	0	0	0.18%	0.48%	0.85%	
Nova Home Care	3.72%	3.96%	3.06%	2.79%	3.31%	2.56%	2.01%	1.40%	
Prime Home Care, LLC	0.93%	0.60%	0.58%	0.28%	0	0	0.39%	0.22%	
Quality Care	0.63%	0.46%	0.26%	0.49%	0.53%	0.28%	0	0.03%	
SH of Southern Ohio LLC	16.94%	19.36%	16.14%	14.78%	14.61%	15.90%	19.14%	16.14%	
Superior Home Care, Inc.	0.64%	0.56%	0.24%	0.38%	0.28%	0.19%	0.21%	0.19%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	3	2	1	2	3	2	1	3	2
A Miracle Home Care	308	333	417	431	431	431	446	529	416
Assisted Care by Black Stone of CIN	40	35	34	30	26	17	16	14	27
Comfort and Care Home Health Agency, Inc.	10	20	11	4	8	13	7	3	10
Interim HomeStyles of Greater Cincinnati, Inc.	104	96	93	88	87	81	76	85	89
LCD Home Health Agency	0	0	0	0	0	2	8	15	8
Nova Home Care	27	29	22	13	15	15	11	9	18
Prime Home Care, LLC	6	5	5	3	0	0	3	1	4
Quality Care	6	4	5	4	3	3	0	1	4
SH of Southern Ohio LLC	142	149	151	131	132	163	170	166	151
Superior Home Care, Inc.	4	4	3	3	3	1	1	1	3
Total Distinct Clients Served	650	677	742	709	708	728	739	827	72



Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
Central Connections	32,427	32,466	7,411	0	0	0	0	0	72,304
Mayerson JCC (Jewish Community Center)	0	0	0	2,363	6,778	8,747	8,886	10,691	37,465
Meals on Wheels of SW Ohio and Northern Kentucky	20,388	21,802	31,373	39,981	37,919	36,851	35,435	37,017	260,766
Oxford Senior Citizens, Inc.	2,459	2,452	2,401	2,466	2,575	2,478	2,420	2,548	19,799
Partners in Prime	26,361	27,280	34,089	33,076	30,897	27,695	26,884	25,733	232,015
Warren County Community Service	19,648	18,529	27,038	31,193	29,578	27,800	27,688	27,114	208,588
Total Billable Units	101,283	102,529	102,312	109,079	107,747	103,571	101,313	103,103	830,937

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	32.02%	31.67%	7.24%	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	0	0	0	2.17%	6.29%	8.45%	8.77%	10.37%
Meals on Wheels of SW Ohio and Northern Kentucky	20.13%	21.26%	30.66%	36.65%	35.19%	35.58%	34.98%	35.90%
Oxford Senior Citizens, Inc.	2.43%	2.39%	2.35%	2.26%	2.39%	2.39%	2.39%	2.47%
Partners in Prime	26.03%	26.61%	33.32%	30.32%	28.68%	26.74%	26.54%	24.96%
Warren County Community Service	19.40%	18.07%	26.43%	28.60%	27.45%	26.84%	27.33%	26.30%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
Central Connections	532	540	446	0	0	0	0	0	506
Mayerson JCC (Jewish Community Center)	0	0	0	69	130	149	163	193	141
Meals on Wheels of SW Ohio and Northern Kentucky	344	381	611	648	625	606	580	577	547
Oxford Senior Citizens, Inc.	48	45	44	47	49	48	47	45	47
Partners in Prime	427	436	586	526	474	440	414	404	463
Warren County Community Service	306	300	497	481	460	433	419	397	412
Total Distinct Clients Served	1,657	1,702	2,184	1,771	1,738	1,676	1,623	1,616	349



Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	2	1	0	3
American Ramp Systems	44	53	55	58	63	50	58	43	424
Bernens Medical	154	120	129	131	125	128	104	111	1,002
Home First	1	2	2	3	6	4	5	5	28
Janz Medical Supply	0	0	0	0	0	0	5	6	11
Mullaney's Pharmacy & Home Health Care	53	55	42	28	8	0	0	0	186
Stateline Medical Equipment	4	5	9	3	6	3	7	7	44
Total Billable Units	256	235	237	223	208	187	180	172	1,698

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
101 Mobility Cincinnati	0	0	0	0	0	1.07%	0.56%	0
American Ramp Systems	17.19%	22.55%	23.21%	26.01%	30.29%	26.74%	32.22%	25.00%
Bernens Medical	60.16%	51.06%	54.43%	58.74%	60.10%	68.45%	57.78%	64.53%
Home First	0.39%	0.85%	0.84%	1.35%	2.88%	2.14%	2.78%	2.91%
Janz Medical Supply	0	0	0	0	0	0	2.78%	3.49%
Mullaney's Pharmacy & Home Health Care	20.70%	23.40%	17.72%	12.56%	3.85%	0	0	0
Stateline Medical Equipment	1.56%	2.13%	3.80%	1.35%	2.88%	1.60%	3.89%	4.07%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	1	1	0	1
American Ramp Systems	20	22	23	23	24	19	20	19	21
Bernens Medical	93	83	81	77	74	81	73	70	79
Home First	1	2	2	3	5	4	5	5	3
Janz Medical Supply	0	0	0	0	0	0	5	5	5
Mullaney's Pharmacy & Home Health Care	45	42	36	23	6	0	0	0	30
Stateline Medical Equipment	4	5	9	3	5	3	7	6	5
Total Distinct Clients Served	163	154	151	129	114	108	111	105	25



Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	2	2	3	0	5	12
Custom Home Elevator & Lift Co. Inc.	2	2	4	5	5	2	2	2	24
Home First	4	6	3	3	7	6	3	2	34
HomeCare Mattress Inc.	0	0	2	1	0	0	2	2	7
MedAdapt Ltd.	35	26	38	37	29	21	32	30	248
People Working Cooperatively, Inc.	2	2	0	0	0	0	0	0	4
Stateline Medical Equipment	23	22	21	19	12	8	22	10	137
Tri-State Maintenance	26	28	32	17	5	13	15	5	141
Total Billable Units	92	86	100	84	60	53	76	57	608

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
American Ramp Systems	0	0	0	0	0	0	0	1.75%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	2.38%	3.33%	5.66%	0	8.77%
Custom Home Elevator & Lift Co. Inc.	2.17%	2.33%	4.00%	5.95%	8.33%	3.77%	2.63%	3.51%
Home First	4.35%	6.98%	3.00%	3.57%	11.67%	11.32%	3.95%	3.51%
HomeCare Mattress Inc.	0	0	2.00%	1.19%	0	0	2.63%	3.51%
MedAdapt Ltd.	38.04%	30.23%	38.00%	44.05%	48.33%	39.62%	42.11%	52.63%
People Working Cooperatively, Inc.	2.17%	2.33%	0	0	0	0	0	0
Stateline Medical Equipment	25.00%	25.58%	21.00%	22.62%	20.00%	15.09%	28.95%	17.54%
Tri-State Maintenance	28.26%	32.56%	32.00%	20.24%	8.33%	24.53%	19.74%	8.77%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	0	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	2	2	3	0	5	3
Custom Home Elevator & Lift Co. Inc.	2	2	4	5	5	2	2	2	3
Home First	4	6	2	3	7	6	3	2	4
HomeCare Mattress Inc.	0	0	2	1	0	0	2	2	2
MedAdapt Ltd.	34	25	37	35	27	21	30	28	30
People Working Cooperatively, Inc.	2	2	0	0	0	0	0	0	2
Stateline Medical Equipment	23	22	20	19	12	8	22	10	17
Tri-State Maintenance	22	27	32	17	5	13	15	5	17
Total Distinct Clients Served	87	84	97	82	58	53	74	55	12



Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	103	94	4	0	0	0	0	0	201
Oxford Senior Citizens, Inc.	0	5	9	7	11	16	8	4	59
Partners in Prime	997	1,068	1,122	997	903	1,063	1,049	1,157	8,355
Total Billable Units	1,100	1,167	1,135	1,004	914	1,078	1,057	1,161	8,615

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	9.34%	8.08%	0.31%	0	0	0	0	0
Oxford Senior Citizens, Inc.	0	0.43%	0.77%	0.72%	1.23%	1.44%	0.73%	0.32%
Partners in Prime	90.66%	91.50%	98.92%	99.28%	98.77%	98.56%	99.27%	99.68%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	66	64	10	0	0	0	0	0	47
Oxford Senior Citizens, Inc.	0	2	2	4	4	6	5	2	4
Partners in Prime	210	207	255	240	232	241	229	238	232
Total Distinct Clients Served	276	273	267	244	236	247	234	240	112



Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	1	2	9	7	2	0	3	3	27
Total Billable Units	1	2	9	7	2	0	3	3	27

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

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	1	2	9	7	2	0	3	3	4
Total Distinct Clients Served	1	2	9	7	2	0	3	3	4



Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	28	27	28	20	7	0	0	0	110
Milts Termite & Pest Control	9	4	21	47	49	31	26	34	221
Total Billable Units	37	31	49	67	56	31	26	34	331

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	75.68%	87.10%	57.14%	29.85%	12.50%	0	0	0
Milts Termite & Pest Control	24.32%	12.90%	42.86%	70.15%	87.50%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	13	12	10	3	0	0	0	10
Milts Termite & Pest Control	3	3	10	21	20	17	14	15	13
Total Distinct Clients Served	14	16	22	31	23	17	14	15	12



Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Total Billable Units
Central Connections	760	781	153	0	0	0	0	0	1,694
Kemper Shuttle Services	54	175	138	29	22	46	24	33	521
Meda-Care Transportation, Inc.	357	476	677	816	896	638	737	764	5,361
Oxford Senior Citizens, Inc.	12	17	17	8	3	6	4	4	71
Partners in Prime	396	450	796	992	967	997	991	940	6,529
Transport-U Transportation, LLC	144	162	225	258	241	245	249	187	1,711
Universal Transportation Systems	276	322	330	229	41	0	0	0	1,198
Valley Transport LLC	322	259	723	934	808	763	618	737	5,164
Warren County Community Service	141	139	164	166	171	191	137	126	1,235
Total Billable Units	2,462	2,781	3,223	3,432	3,149	2,886	2,760	2,791	23,484

Market Share								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	30.87%	28.08%	4.75%	0	0	0	0	0
Kemper Shuttle Services	2.19%	6.29%	4.28%	0.84%	0.70%	1.59%	0.87%	1.18%
Meda-Care Transportation, Inc.	14.50%	17.12%	21.01%	23.78%	28.45%	22.11%	26.70%	27.37%
Oxford Senior Citizens, Inc.	0.49%	0.61%	0.53%	0.23%	0.10%	0.21%	0.14%	0.14%
Partners in Prime	16.08%	16.18%	24.70%	28.90%	30.71%	34.55%	35.91%	33.68%
Transport-U Transportation, LLC	5.85%	5.83%	6.98%	7.52%	7.65%	8.49%	9.02%	6.70%
Universal Transportation Systems	11.21%	11.58%	10.24%	6.67%	1.30%	0	0	0
Valley Transport LLC	13.08%	9.31%	22.43%	27.21%	25.66%	26.44%	22.39%	26.41%
Warren County Community Service	5.73%	5.00%	5.09%	4.84%	5.43%	6.62%	4.96%	4.51%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	Avg. Distinct Clients Served
Central Connections	87	83	41	0	0	0	0	0	70
Kemper Shuttle Services	4	6	9	6	8	6	4	6	6
Meda-Care Transportation, Inc.	44	43	49	59	66	60	61	60	55
Oxford Senior Citizens, Inc.	4	7	5	4	2	2	2	1	3
Partners in Prime	54	64	105	97	98	95	90	86	86
Transport-U Transportation, LLC	16	15	23	19	18	19	19	17	18
Universal Transportation Systems	37	33	34	26	5	0	0	0	27
Valley Transport LLC	27	23	73	65	69	72	73	73	59
Warren County Community Service	16	18	28	19	23	18	20	13	19
Total Distinct Clients Served	289	292	367	295	289	272	269	256	36



Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	1	1	2	1	1	1	1	1
A Miracle Home Care	114	126	153	160	176	194	193	227
Always There Healthcare LLC	0	1	1	0	0	0	0	0
Assisted Care by Black Stone of CIN	21	15	16	14	13	5	10	5
Comfort and Care Home Health Agency, Inc.	1	3	6	3	5	3	3	6
Interim HomeStyles of Greater Cincinnati, Inc.	37	47	38	45	31	46	32	43
LCD Home Health Agency	0	0	0	0	0	0	2	2
Nova Home Care	16	8	10	6	8	6	6	6
Prime Home Care, LLC	0	4	1	2	0	0	0	3
Quality Care	2	4	2	2	1	4	0	0
SH of Southern Ohio LLC	51	51	59	49	55	53	63	73
Superior Home Care, Inc.	2	1	2	2	1	1	0	1

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	196	179	52	0	0	1	0	0
Mayerson JCC (Jewish Community Center)	0	0	0	4	25	60	55	65
Meals on Wheels of SW Ohio and Northern Kentucky	127	126	183	210	269	223	271	255
Oxford Senior Citizens, Inc.	14	17	14	13	18	18	20	19
Partners in Prime	153	145	203	209	181	181	204	197
Warren County Community Service	106	101	143	164	164	178	179	177

Medical Transportation								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	56	48	16	0	0	0	0	0
Kemper Shuttle Services	3	1	5	7	3	6	6	5
Meda-Care Transportation, Inc.	28	22	30	33	26	36	42	47
Oxford Senior Citizens, Inc.	3	3	2	3	3	4	3	3
Partners in Prime	20	35	42	41	47	48	47	46
Transport-U Transportation, LLC	7	8	7	12	8	11	5	9
Universal Transportation Systems	30	25	17	20	1	0	0	0
Valley Transport LLC	12	12	19	26	33	25	33	37
Warren County Community Service	9	10	5	13	13	17	16	10



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	80.0%	80.0%	100.0%	100.0%	90.0%	90.0%	100.0%	100.0%
A Miracle Home Care	96.1%	93.6%	94.5%	95.2%	97.5%	97.3%	98.1%	97.3%
Always There Healthcare LLC	No Data	70.0%	30.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	89.7%	100.0%	90.8%	94.8%	90.5%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	59.5%	86.7%	39.7%	100.0%	86.7%	73.3%
Interim HomeStyles of Greater Cincinnati, Inc.	98.5%	95.9%	96.7%	96.1%	98.1%	95.5%	98.6%	97.3%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	77.8%	100.0%	84.7%	96.7%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	93.3%	60.0%	55.0%	No Data	No Data	No Data	80.0%
Quality Care	80.0%	89.2%	100.0%	100.0%	100.0%	93.3%	No Data	No Data
SH of Southern Ohio LLC	94.4%	93.3%	86.7%	94.0%	86.4%	85.6%	95.7%	79.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.9%	90.5%	94.0%	95.6%	97.4%	99.4%	98.1%	98.4%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	90.9%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	60.0%	66.7%	66.7%	100.0%	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	94.7%	90.0%	97.4%	100.0%	97.3%	100.0%	96.9%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	95.2%	94.9%	86.0%	92.1%	87.8%	85.7%	96.1%	69.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	95.9%	88.6%	94.7%	93.3%	98.7%	98.9%	100.0%	99.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	90.0%	100.0%	60.0%	81.8%	75.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	60.0%	66.7%	50.0%	100.0%	100.0%	83.3%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	97.3%	96.8%	92.1%	96.4%	92.5%	100.0%	97.2%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	80.0%	100.0%	77.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	85.4%	97.5%	81.6%	97.4%	91.5%	86.4%	94.4%	72.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	90.3%	92.1%	86.3%	91.1%	90.9%	90.6%	95.8%	94.6%
Always There Healthcare LLC	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	33.3%	66.7%	40.0%	100.0%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	94.6%	95.7%	100.0%	95.6%	93.3%	97.8%	100.0%	97.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	62.5%	100.0%	70.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	66.7%
Quality Care	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	92.2%	92.2%	79.7%	87.2%	77.8%	77.6%	91.9%	71.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.2%	96.0%	97.4%	98.8%	99.4%	100.0%	99.0%	99.1%
Always There Healthcare LLC	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	100.0%	100.0%	40.0%	100.0%	100.0%	83.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	97.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	93.8%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	100.0%	96.1%	96.6%	97.9%	92.6%	93.9%	100.0%	88.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.2%	96.8%	96.7%	98.8%	99.4%	97.9%	98.4%	98.2%
Always There Healthcare LLC	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	83.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	97.6%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	81.3%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	98.0%	92.2%	96.5%	95.7%	88.9%	91.7%	98.4%	87.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	97.6%	95.4%	96.2%	98.3%	95.9%	97.4%	96.9%
Always There Healthcare LLC	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	92.9%	91.7%	100.0%	100.0%	80.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	95.6%	100.0%	97.8%	100.0%	97.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data	100.0%
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	100.0%	94.1%	91.4%	97.9%	87.0%	89.8%	96.8%	88.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.1%	96.0%	95.4%	95.6%	98.9%	97.9%	97.4%	97.3%
Always There Healthcare LLC	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	83.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	50.0%	No Data	No Data	No Data	100.0%
Quality Care	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	100.0%	94.1%	94.8%	97.9%	90.7%	93.9%	98.4%	88.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.0%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%
A Miracle Home Care	92.8%	88.7%	95.1%	94.5%	98.6%	99.4%	99.3%	98.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	63.6%	100.0%	62.5%	100.0%	75.0%	100.0%	75.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	25.0%	66.7%	No Data	100.0%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	96.3%	82.4%	85.2%	82.9%	90.9%	80.0%	85.7%	92.9%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	66.7%	100.0%	88.9%	83.3%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	33.3%	No Data	50.0%	No Data	No Data	No Data	66.7%
Quality Care	100.0%	66.7%	100.0%	100.0%	100.0%	33.3%	No Data	No Data
SH of Southern Ohio LLC	87.2%	91.9%	71.1%	90.5%	81.0%	80.0%	88.9%	69.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.4%	95.2%	94.1%	93.8%	96.6%	96.4%	97.4%	94.3%
Always There Healthcare LLC	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	93.5%	94.7%	97.8%	100.0%	97.8%	100.0%	95.3%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	66.7%
Quality Care	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	92.2%	88.2%	82.8%	89.4%	81.5%	82.0%	93.5%	76.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.6%	94.4%	95.4%	94.3%	96.6%	96.4%	98.4%	96.0%
Always There Healthcare LLC	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	93.3%	100.0%	92.9%	90.9%	80.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.6%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Nova Home Care	68.8%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
SH of Southern Ohio LLC	94.0%	92.0%	86.2%	93.6%	84.9%	75.5%	98.4%	78.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	96.9%	91.4%	87.1%	No Data	No Data	62.5%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	90.6%	100.0%	97.8%	97.9%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	96.0%	97.5%	97.3%	98.7%	97.6%	98.1%	98.7%
Oxford Senior Citizens, Inc.	97.3%	97.8%	91.1%	99.0%	96.2%	94.9%	99.3%	100.0%
Partners in Prime	97.4%	98.5%	97.4%	95.8%	98.7%	96.8%	98.0%	98.4%
Warren County Community Service	98.5%	95.9%	97.8%	96.8%	97.7%	98.2%	98.7%	98.9%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.1%	92.9%	86.1%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	75.0%	100.0%	98.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	98.2%	98.8%	99.5%	99.6%	99.5%	98.8%	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	98.3%	100.0%	98.8%	97.6%	99.3%	99.3%	99.4%	98.7%
Warren County Community Service	100.0%	98.6%	97.3%	98.4%	100.0%	100.0%	100.0%	99.3%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	92.7%	86.6%	80.8%	No Data	No Data	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	100.0%	100.0%	98.3%	94.5%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	96.1%	93.6%	94.0%	94.3%	97.8%	95.5%	97.0%	99.2%
Oxford Senior Citizens, Inc.	92.9%	94.1%	85.7%	100.0%	93.8%	88.9%	100.0%	100.0%
Partners in Prime	94.8%	97.9%	95.6%	93.8%	98.3%	94.4%	96.5%	97.4%
Warren County Community Service	98.1%	92.1%	96.5%	94.5%	95.7%	96.6%	97.8%	98.3%

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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 0.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	96.6%	98.1%	No Data	No Data	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.2%	100.0%	99.5%	99.3%	97.7%	99.6%	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	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	97.4%	88.2%	85.3%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	100.0%	100.0%	98.1%	98.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	96.3%	99.4%	100.0%	100.0%	99.0%	99.2%	99.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.4%	98.2%	98.7%	98.8%	100.0%	99.4%	100.0%	99.4%
Warren County Community Service	100.0%	97.0%	98.1%	99.2%	100.0%	100.0%	99.3%	99.3%

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

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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	94.4%	86.5%	80.8%	No Data	No Data	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	100.0%	100.0%	93.3%	94.5%	93.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.9%	92.9%	95.6%	93.8%	97.0%	93.7%	95.2%	95.2%
Oxford Senior Citizens, Inc.	85.7%	94.1%	85.7%	100.0%	81.3%	81.3%	94.7%	100.0%
Partners in Prime	94.7%	95.1%	92.6%	89.4%	95.0%	91.0%	94.1%	96.4%
Warren County Community Service	93.4%	88.1%	93.0%	91.4%	92.1%	93.2%	95.0%	97.7%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	97.4%	92.7%	88.5%	No Data	No Data	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	75.0%	100.0%	96.7%	100.0%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	97.6%	95.6%	94.8%	97.8%	98.2%	97.8%	98.0%
Oxford Senior Citizens, Inc.	100.0%	94.1%	85.7%	92.3%	100.0%	94.4%	100.0%	100.0%
Partners in Prime	96.7%	99.3%	97.0%	95.7%	97.8%	95.6%	97.0%	99.0%
Warren County Community Service	99.0%	98.0%	99.3%	95.7%	96.3%	97.2%	98.9%	98.3%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	95.9%	90.5%	84.6%	No Data	No Data	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	75.0%	100.0%	98.3%	98.2%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	97.6%	93.6%	97.8%	97.1%	98.5%	97.3%	98.5%	99.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	85.7%	100.0%	94.4%	94.4%	100.0%	100.0%
Partners in Prime	96.7%	98.6%	97.5%	94.7%	99.4%	96.7%	98.0%	98.5%
Warren County Community Service	97.2%	95.0%	99.3%	96.3%	98.8%	98.9%	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								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	99.2%	97.5%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.7%	90.0%	94.0%	97.1%	90.0%	88.0%	96.0%	100.0%
Meda-Care Transportation, Inc.	94.0%	99.5%	98.3%	96.7%	97.7%	98.1%	98.8%	98.8%
Oxford Senior Citizens, Inc.	96.7%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%
Partners in Prime	99.5%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%
Universal Transportation Systems	89.9%	96.0%	94.7%	75.1%	100.0%	No Data	No Data	No Data
Valley Transport LLC	94.0%	95.0%	95.0%	93.5%	90.9%	95.5%	99.3%	95.0%
Warren County Community Service	100.0%	99.0%	96.0%	84.6%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	95.8%	93.8%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	95.2%	96.7%	97.0%	100.0%	100.0%	100.0%	95.3%
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%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	85.7%	96.0%	88.2%	57.9%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	91.7%	88.9%	88.5%	84.4%	95.5%	100.0%	94.1%
Warren County Community Service	100.0%	100.0%	80.0%	84.6%	100.0%	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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	No Data	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.	96.0%	100.0%	100.0%	97.0%	96.0%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.1%	100.0%	100.0%	94.7%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	93.8%	95.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	100.0%	100.0%	97.0%	96.2%	96.8%	97.6%	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%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.1%	96.0%	100.0%	89.5%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%	100.0%	97.1%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	100.0%	96.7%	97.0%	96.2%	96.8%	97.6%	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%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	89.7%	96.0%	100.0%	89.5%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	100.0%	100.0%	96.2%	90.6%	95.5%	100.0%	97.1%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	66.7%	No Data	100.0%	85.7%	66.7%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	100.0%	96.7%	97.0%	100.0%	96.8%	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	94.7%	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%	90.9%	100.0%	100.0%
Universal Transportation Systems	96.4%	100.0%	100.0%	68.4%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	91.7%	88.9%	88.5%	90.6%	90.9%	100.0%	97.1%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	100.0%	100.0%	97.0%	100.0%	100.0%	97.6%	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%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.4%	100.0%	100.0%	83.3%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.4%	100.0%	96.9%	95.5%	100.0%	97.1%
Warren County Community Service	100.0%	90.0%	100.0%	84.6%	100.0%	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	100.0%	93.8%	No Data	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.	92.0%	100.0%	96.7%	96.9%	100.0%	100.0%	97.6%	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	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	85.7%	96.0%	88.2%	73.7%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	100.0%	94.4%	92.3%	90.6%	100.0%	96.7%	97.1%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	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	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Central Connections	100.0%	97.8%	93.8%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	88.0%	100.0%	100.0%	93.9%	96.2%	90.3%	97.6%	95.3%
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%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	82.8%	84.0%	88.2%	52.6%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	83.3%	94.4%	76.9%	87.5%	95.5%	96.8%	88.2%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	96.0%	100.0%	100.0%	97.0%	92.3%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	66.7%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.1%	96.0%	100.0%	88.9%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	91.7%	100.0%	100.0%	96.9%	95.5%	100.0%	94.1%
Warren County Community Service	100.0%	100.0%	100.0%	84.6%	100.0%	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	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	97.9%	93.8%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	80.0%	85.7%	66.7%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	88.0%	100.0%	96.7%	97.0%	100.0%	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%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	82.8%	96.0%	82.4%	52.6%	100.0%	No Data	No Data	No Data
Valley Transport LLC	90.0%	91.7%	88.9%	96.2%	87.1%	95.5%	100.0%	88.2%
Warren County Community Service	100.0%	100.0%	80.0%	84.6%	100.0%	100.0%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

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 25,681 SASIs collected over a two year period from January 1st, 2023 through December 31st 2024 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

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