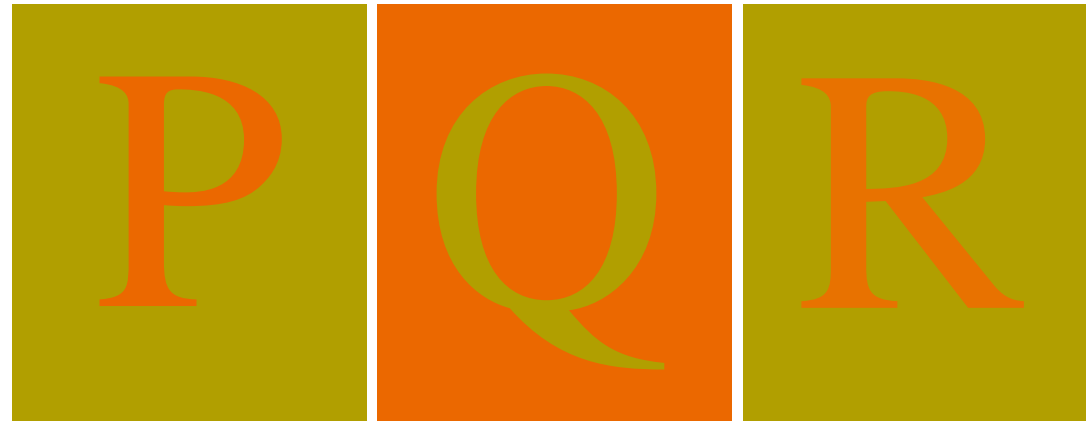




## Clinton County



## Provider Quality Report

Quarter 2, 2024



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# Provider Quality Report: Introduction

## Clinton County ESP

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

#### **General Changes:**

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is January-March).
- As of Q2 2022, the Service Metrics section of the report was reorganized by grouping all Home Care Assistance related service pages together.
- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.
- 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 consist of smaller sample sizes which may impact provider scores.



# Provider Quality Report: Provider Activity

## Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Clinton County Community Action Program	Homemaking	11/30/2022
Heavenly Helpers	Home Care Assistance	7/5/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	1/1/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Care Star Inc.	Home Care Assistance	1/1/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
Tri-State Maintenance	HME	2/17/2023

Provider	Service On Hold	Effective
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
Heavenly Helpers	Home Care Assistance	2/15/2024



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Consumer Directed Care

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Palco, Inc.	2,438	1,545	2,149	1,726	1,519	1,850	1,499	2,158	14,883
<b>Total Billable Units</b>	<b>2,438</b>	<b>1,545</b>	<b>2,149</b>	<b>1,726</b>	<b>1,519</b>	<b>1,850</b>	<b>1,499</b>	<b>2,158</b>	<b>14,883</b>

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Palco, Inc.	16	14	20	14	12	18	21	26	18
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>14</b>	<b>20</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>21</b>	<b>26</b>	<b>18</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Care Assistance

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	192	154	143	0	0	0	489
CareStar Inc.	0	0	31	43	2	0	0	0	76
First Community Health Services, LLC	0	0	26	26	26	24	37	98	237
Gabriels Angels Homecare, LLC	0	0	1,368	2,259	2,025	2,086	1,734	2,031	11,503
Heavenly Helpers	0	0	393	604	835	763	530	70	3,195
Katys Home Health Care LLC	0	0	1,995	2,063	1,699	2,257	2,339	2,642	12,995
Senior Helpers of Dayton	0	0	0	0	0	0	0	4	4
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>4,005</b>	<b>5,149</b>	<b>4,730</b>	<b>5,130</b>	<b>4,639</b>	<b>4,845</b>	<b>28,498</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	0	0	4.79%	2.99%	3.02%	0	0	0	
CareStar Inc.	0	0	0.77%	0.84%	0.04%	0	0	0	
First Community Health Services, LLC	0	0	0.65%	0.51%	0.55%	0.47%	0.79%	2.01%	
Gabriels Angels Homecare, LLC	0	0	34.16%	43.87%	42.81%	40.66%	37.37%	41.92%	
Heavenly Helpers	0	0	9.81%	11.73%	17.66%	14.88%	11.41%	1.44%	
Katys Home Health Care LLC	0	0	49.81%	40.07%	35.92%	43.99%	50.42%	54.54%	
Senior Helpers of Dayton	0	0	0	0	0	0	0	0.08%	
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	4	3	2	0	0	0	3
CareStar Inc.	0	0	6	7	1	0	0	0	5
First Community Health Services, LLC	0	0	1	1	1	1	3	7	2
Gabriels Angels Homecare, LLC	0	0	111	121	119	120	124	137	122
Heavenly Helpers	0	0	40	39	50	47	39	13	38
Katys Home Health Care LLC	0	0	104	92	92	111	111	116	104
Senior Helpers of Dayton	0	0	0	0	0	0	0	3	3
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>266</b>	<b>263</b>	<b>265</b>	<b>279</b>	<b>277</b>	<b>276</b>	<b>40</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Homemaking

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	292	154	0	0	0	0	0	0	445
Clinton County Community Action Program	1,828	786	0	0	0	0	0	0	2,614
First Community Health Services, LLC	32	20	0	0	0	0	0	0	52
Gabriels Angels Homecare, LLC	1,358	1,493	0	0	0	0	0	0	2850
Katys Home Health Care LLC	1,083	1,353	0	0	0	0	0	0	2436
<b>Total Billable Units</b>	<b>4,593</b>	<b>3,805</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,397</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	6.35%	4.03%	0	0	0	0	0	0	
Clinton County Community Action Program	39.81%	20.65%	0	0	0	0	0	0	
First Community Health Services, LLC	0.70%	0.53%	0	0	0	0	0	0	
Gabriels Angels Homecare, LLC	29.56%	39.23%	0	0	0	0	0	0	
Katys Home Health Care LLC	23.59%	35.56%	0	0	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	9	3	0	0	0	0	0	0	6
Clinton County Community Action Program	105	83	0	0	0	0	0	0	94
First Community Health Services, LLC	2	1	0	0	0	0	0	0	2
Gabriels Angels Homecare, LLC	79	112	0	0	0	0	0	0	96
Katys Home Health Care LLC	59	80	0	0	0	0	0	0	70
<b>Total Distinct Clients Served</b>	<b>254</b>	<b>279</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>83</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Personal Care

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	34	20	0	0	0	0	0	0	54
Katys Home Health Care LLC	428	370	0	0	0	0	0	0	798
<b>Total Billable Units</b>	<b>462</b>	<b>389</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>851</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	7.31%	5.07%	0	0	0	0	0	0	
Katys Home Health Care LLC	92.69%	94.93%	0	0	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	2	0	0	0	0	0	0	3
Katys Home Health Care LLC	23	19	0	0	0	0	0	0	21
<b>Total Distinct Clients Served</b>	<b>26</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>





# Provider Quality Report: Service Metrics

Clinton County ESP

## Respite

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	6	0	0	0	0	0	0	0	6
Katys Home Health Care LLC	75	11	0	0	0	0	0	0	86
<b>Total Billable Units</b>	<b>81</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	7.12%	0	0	0	0	0	0	0	
Katys Home Health Care LLC	92.88%	100.00%	0	0	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	1	0	0	0	0	0	0	0	1
Katys Home Health Care LLC	3	1	0	0	0	0	0	0	2
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Electronic Monitoring System

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	831	824	708	952	787	832	890	918	6,741
<b>Total Billable Units</b>	<b>831</b>	<b>824</b>	<b>708</b>	<b>952</b>	<b>787</b>	<b>832</b>	<b>890</b>	<b>918</b>	<b>6,741</b>

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	260	267	254	267	254	260	271	248	260
<b>Total Distinct Clients Served</b>	<b>260</b>	<b>267</b>	<b>254</b>	<b>267</b>	<b>254</b>	<b>260</b>	<b>271</b>	<b>248</b>	<b>260</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Delivered Meals

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	8,442	8,623	9,359	10,940	11,078	10,486	8,707	7,902	75,537
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	1,211	2,167	2,812	6,190
<b>Total Billable Units</b>	<b>8,442</b>	<b>8,623</b>	<b>9,359</b>	<b>10,940</b>	<b>11,078</b>	<b>11,697</b>	<b>10,874</b>	<b>10,714</b>	<b>81,727</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%	100.00%	89.65%	80.07%	73.75%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	10.35%	19.93%	26.25%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	140	147	156	168	181	154	131	117	149
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	31	46	51	43
<b>Total Distinct Clients Served</b>	<b>140</b>	<b>147</b>	<b>156</b>	<b>168</b>	<b>181</b>	<b>185</b>	<b>177</b>	<b>168</b>	<b>120</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Medical Equipment

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Bernens Medical	10	17	16	19	7	19	9	7	104
Home First	4	2	1	6	9	4	11	10	47
Mullaney's Pharmacy & Home Health Care	6	6	3	2	5	0	1	0	23
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
<b>Total Billable Units</b>	<b>20</b>	<b>25</b>	<b>20</b>	<b>28</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>17</b>	<b>175</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Bernens Medical	50.00%	68.00%	80.00%	67.86%	33.33%	82.61%	42.86%	41.18%	
Home First	20.00%	8.00%	5.00%	21.43%	42.86%	17.39%	52.38%	58.82%	
Mullaney's Pharmacy & Home Health Care	30.00%	24.00%	15.00%	7.14%	23.81%	0	4.76%	0	
Stateline Medical Equipment	0	0	0	3.57%	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Bernens Medical	10	15	13	18	7	18	7	6	12
Home First	4	2	1	6	9	4	11	10	6
Mullaney's Pharmacy & Home Health Care	6	6	3	2	4	0	1	0	4
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>20</b>	<b>23</b>	<b>17</b>	<b>27</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>16</b>	<b>7</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Modification

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	0	0	0	0	2
Home First	13	17	12	27	12	1	3	1	86
Stateline Medical Equipment	1	1	0	1	0	0	0	0	3
Tri-State Maintenance	3	3	5	5	1	1	0	0	18
<b>Total Billable Units</b>	<b>17</b>	<b>21</b>	<b>18</b>	<b>34</b>	<b>13</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>109</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Custom Home Elevator & Lift Co. Inc.	0	0	5.56%	2.94%	0	0	0	0	
Home First	76.47%	80.95%	66.67%	79.41%	92.31%	50.00%	100.00%	100.00%	
Stateline Medical Equipment	5.88%	4.76%	0	2.94%	0	0	0	0	
Tri-State Maintenance	17.65%	14.29%	27.78%	14.71%	7.69%	50.00%	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	0	0	0	0	1
Home First	11	15	8	17	9	1	3	1	8
Stateline Medical Equipment	1	1	0	1	0	0	0	0	1
Tri-State Maintenance	3	3	4	3	1	1	0	0	3
<b>Total Distinct Clients Served</b>	<b>15</b>	<b>19</b>	<b>13</b>	<b>22</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Major Housecleaning

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	0	0	0	0	1	1	1	0	3
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>

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

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	0	0	0	0	1	1	1	0	1
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Pest Control

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	0	3	3	1	0	0	0	7
Milts Termite & Pest Control	3	0	0	0	5	3	2	2	15
<b>Total Billable Units</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>22</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
All Gone Termite & Pest Control, Inc.	0	0	100.00%	100.00%	16.67%	0	0	0	
Milts Termite & Pest Control	100.00%	0	0	0	83.33%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	0	0	1	1	1	0	0	0	1
Milts Termite & Pest Control	2	0	0	0	2	2	1	1	2
<b>Total Distinct Clients Served</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Transportation

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	12	10	18	26	46	17	6	22	157
Meda-Care Transportation, Inc.	2	4	0	4	20	0	6	6	42
Valley Transport LLC	85	111	54	4	13	4	6	1	278
Warren County Community Service	0	10	12	10	29	18	32	34	145
<b>Total Billable Units</b>	<b>99</b>	<b>135</b>	<b>84</b>	<b>44</b>	<b>108</b>	<b>39</b>	<b>50</b>	<b>63</b>	<b>622</b>

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Clinton County Community Action Program	12.12%	7.41%	21.43%	59.09%	42.59%	43.59%	12.00%	34.92%	
Meda-Care Transportation, Inc.	2.02%	2.96%	0	9.09%	18.52%	0	12.00%	9.52%	
Valley Transport LLC	85.86%	82.22%	64.29%	9.09%	12.04%	10.26%	12.00%	1.59%	
Warren County Community Service	0	7.41%	14.29%	22.73%	26.85%	46.15%	64.00%	53.97%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	1	2	4	5	6	4	3	8	4
Meda-Care Transportation, Inc.	1	2	0	2	2	0	3	2	2
Valley Transport LLC	6	4	4	2	7	1	3	1	4
Warren County Community Service	0	1	2	2	6	3	5	5	3
<b>Total Distinct Clients Served</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>21</b>	<b>8</b>	<b>14</b>	<b>16</b>	<b>3</b>





# Provider Quality Report: Satisfaction Metrics

## Clinton County ESP

### Clinton County ESP SASI Counts

Home Care Assistance								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	1	2	1	2	0	0	0	0
CareStar Inc.	0	0	0	0	1	0	0	0
Clinton County Community Action Program	22	12	0	0	0	0	0	0
First Community Health Services, LLC	0	1	0	0	0	1	0	1
Gabriels Angels Homecare, LLC	17	22	28	25	22	28	21	35
Heavenly Helpers	0	0	1	7	9	6	15	4
Katys Home Health Care LLC	12	20	18	25	18	18	26	40

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	21	29	25	35	29	37	35	41
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	4	10

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	2	0	1	1	2	0	3	2
Valley Transport LLC	1	0	0	0	0	0	0	1
Warren County Community Service	0	1	0	0	1	1	1	1



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

## Clinton County ESP

### Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	80.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	40.0%	No Data	No Data	No Data
Clinton County Community Action Program	97.2%	98.3%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.2%	94.4%	91.5%	97.5%	96.3%	94.8%	94.6%	97.3%
Heavenly Helpers	No Data	No Data	50.0%	100.0%	90.0%	100.0%	82.6%	92.5%
Katys Home Health Care LLC	98.3%	95.0%	92.2%	96.7%	92.5%	92.7%	95.8%	95.9%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.2%	95.5%	92.3%	100.0%	100.0%	96.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	92.9%	75.0%
Katys Home Health Care LLC	100.0%	100.0%	100.0%	95.8%	94.1%	100.0%	100.0%	100.0%

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%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	81.8%	100.0%	95.8%	100.0%	100.0%	96.3%	100.0%	97.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	73.3%	75.0%
Katys Home Health Care LLC	100.0%	95.0%	88.9%	95.7%	88.9%	100.0%	96.2%	100.0%

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



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

## Clinton County ESP

### Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.2%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	82.4%	90.9%	85.7%	96.0%	90.9%	85.7%	85.0%	88.6%
Heavenly Helpers	No Data	No Data	No Data	100.0%	66.7%	100.0%	80.0%	100.0%
Katys Home Health Care LLC	83.3%	95.0%	94.4%	88.0%	76.5%	72.2%	80.8%	77.5%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	95.5%	100.0%	96.0%	100.0%	96.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	88.9%	100.0%	93.3%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	94.1%	95.5%	100.0%	100.0%	100.0%	96.4%	95.2%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	100.0%	100.0%	94.4%	100.0%	96.2%	100.0%

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



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

## Clinton 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	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	82.4%	95.5%	88.9%	100.0%	90.9%	96.4%	90.5%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	85.0%	83.3%	96.0%	94.4%	88.9%	96.2%	95.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	90.9%	92.9%	96.0%	90.9%	96.4%	95.2%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	100.0%	83.3%	100.0%	88.9%	94.4%	96.2%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	No Data	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	90.0%	83.3%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	47.1%	85.0%	81.0%	87.0%	95.0%	91.3%	90.0%	90.3%
Heavenly Helpers	No Data	No Data	No Data	100.0%	77.8%	100.0%	60.0%	75.0%
Katys Home Health Care LLC	100.0%	100.0%	93.8%	100.0%	93.8%	94.1%	100.0%	91.9%

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



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

Clinton County ESP

## Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	87.5%	100.0%	92.9%	100.0%	95.5%	96.4%	95.2%	97.1%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	86.7%	100.0%
Katys Home Health Care LLC	100.0%	95.0%	94.4%	96.0%	100.0%	88.9%	96.2%	97.4%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2022	2022	2023	2023	2023	2023	2024	2024
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	50.0%	No Data	100.0%	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.2%	95.5%	85.7%	100.0%	100.0%	96.4%	95.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	100.0%	88.9%	100.0%	73.3%	100.0%
Katys Home Health Care LLC	100.0%	90.0%	83.3%	96.0%	94.4%	88.9%	96.2%	97.5%

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



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

## Clinton County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	94.5%	93.5%	95.0%	96.4%	96.1%	94.9%	91.7%	97.8%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	81.3%	96.3%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	81.0%	79.3%	92.0%	91.4%	89.7%	83.8%	82.4%	90.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	25.0%	100.0%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	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	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	94.1%	100.0%	100.0%	96.7%	100.0%	100.0%	94.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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



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

## Clinton County ESP

### Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 0.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	95.0%	100.0%	100.0%	100.0%	96.6%	97.3%	97.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	75.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	85.7%	79.3%	68.0%	82.9%	86.2%	86.5%	65.7%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	90.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.6%	100.0%	100.0%	96.6%	94.6%	97.1%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	50.0%	100.0%

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



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

## Clinton County ESP

### Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	75.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	80.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.3%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.4%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.5%	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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





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

Clinton County ESP

## Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	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%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?								
Historical Average: 98.6%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.7%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



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

Clinton County ESP

## Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2022	2022	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 2.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	50.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Warren County Community Service	No Data	100.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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



# Appendix A: Methodology for SASI Analysis

## Clinton County ESP

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

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

#### SASI Scores Color Coding Legend

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