



Clinton County



Provider Quality Report

Quarter 4, 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 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
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
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
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

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									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	2,149	1,726	1,519	1,850	1,499	2,158	1,893	1,643	14,437
Total Billable Units	2,149	1,726	1,519	1,850	1,499	2,158	1,893	1,643	14,437

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.	20	14	12	18	21	26	22	23	20
Total Distinct Clients Served	20	14	12	18	21	26	22	23	20



Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	197	154	143	0	0	0	0	0	489
CareStar Inc.	31	43	2	0	0	0	0	0	76
First Community Health Services, LLC	26	26	26	24	37	98	163	147	546
Gabriels Angels Homecare, LLC	1,368	2,259	2,025	2,086	1,734	2,031	1,738	1,865	15,091
Heavenly Helpers	393	604	835	763	530	70	0	0	3,195
Katys Home Health Care LLC	1,996	2,063	1,699	2,257	2,339	2,642	2,305	2,275	17,571
Senior Helpers of Dayton	0	0	0	0	0	4	202	213	419
Total Billable Units	3987	5,149	4,730	5,130	4,639	4,845	4,407	4,501	37,381

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Assisted Care by Black Stone of CIN	4.94%	2.99%	3.02%	0	0	0	0	0	
CareStar Inc.	0.77%	0.84%	0.04%	0	0	0	0	0	
First Community Health Services, LLC	0.65%	0.51%	0.55%	0.47%	0.79%	2.01%	3.69%	3.27%	
Gabriels Angels Homecare, LLC	34.16%	43.87%	42.81%	40.66%	37.37%	41.92%	39.43%	41.44%	
Heavenly Helpers	9.81%	11.73%	17.66%	14.88%	11.41%	1.44%	0	0	
Katys Home Health Care LLC	50.06%	40.07%	35.92%	43.99%	50.42%	54.54%	52.31%	50.55%	
Senior Helpers of Dayton	0	0	0	0	0	0.08%	4.57%	4.74%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	3	2	0	0	0	0	0	3
CareStar Inc.	6	7	1	0	0	0	0	0	5
First Community Health Services, LLC	1	1	1	1	3	7	9	5	4
Gabriels Angels Homecare, LLC	108	121	119	120	124	137	130	116	122
Heavenly Helpers	40	39	50	47	39	13	0	0	38
Katys Home Health Care LLC	100	92	92	111	111	116	103	98	103
Senior Helpers of Dayton	0	0	0	0	0	3	15	20	13
Total Distinct Clients Served	258	263	265	279	277	276	257	239	54



Provider Quality Report: Service Metrics

Clinton 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.	700	927	763	815	843	800	831	747	6,425
Total Billable Units	700	927	763	815	843	800	831	747	6,425

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.	254	267	254	260	271	248	256	259	259
Total Distinct Clients Served	254	267	254	260	271	248	256	259	259



Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	9,359	10,940	11,078	10,486	8,707	7,902	7,917	8,278	74,667
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	1,211	2,167	2,812	3,259	3,196	12,645
Total Billable Units	9,359	10,940	11,078	11,697	10,874	10,714	11,176	11,474	87,312

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Clinton County Community Action Program	100.00%	100.00%	100.00%	89.65%	80.07%	73.75%	70.84%	72.15%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	10.35%	19.93%	26.25%	29.16%	27.85%	
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
Clinton County Community Action Program	156	168	181	154	131	117	118	119	143
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	31	46	51	59	56	49
Total Distinct Clients Served	156	168	181	185	177	168	177	175	107



Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	16	19	7	19	9	7	1	3	81
Home First	1	6	9	4	11	10	6	18	65
Janz Medical Supply	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	3	2	5	0	1	0	0	0	11
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Total Billable Units	20	28	21	23	21	17	7	22	159

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	80.00%	67.86%	33.33%	82.61%	42.86%	41.18%	14.29%	13.64%
Home First	5.00%	21.43%	42.86%	17.39%	52.38%	58.82%	85.71%	81.82%
Janz Medical Supply	0	0	0	0	0	0	0	4.55%
Mullaney's Pharmacy & Home Health Care	15.00%	7.14%	23.81%	0	4.76%	0	0	0
Stateline Medical Equipment	0	3.57%	0	0	0	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Bernens Medical	13	18	7	18	7	6	1	2	9
Home First	1	6	9	4	11	10	6	13	8
Janz Medical Supply	0	0	0	0	0	0	0	1	1
Mullaney's Pharmacy & Home Health Care	3	2	4	0	1	0	0	0	3
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Total Distinct Clients Served	17	27	20	22	19	16	7	16	7



Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	1	0	0	0	0	0	0	2
Home First	12	27	12	1	3	1	4	1	61
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Tri-State Maintenance	5	5	1	1	0	0	0	1	13
Total Billable Units	18	34	13	2	3	1	4	2	77

Market Share								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Custom Home Elevator & Lift Co. Inc.	5.56%	2.94%	0	0	0	0	0	0
Home First	66.67%	79.41%	92.31%	50.00%	100.00%	100.00%	100.00%	50.00%
Stateline Medical Equipment	0	2.94%	0	0	0	0	0	0
Tri-State Maintenance	27.78%	14.71%	7.69%	50.00%	0	0	0	50.00%
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
Custom Home Elevator & Lift Co. Inc.	1	1	0	0	0	0	0	0	1
Home First	8	17	9	1	3	1	4	1	6
Stateline Medical Equipment	0	1	0	0	0	0	0	0	1
Tri-State Maintenance	4	3	1	1	0	0	0	1	2
Total Distinct Clients Served	13	22	10	2	3	1	4	2	4



Provider Quality Report: Service Metrics

Clinton 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	0	0	1	1	1	0	0	0	3
Total Billable Units	0	0	1	1	1	0	0	0	3

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

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	0	0	1	1	1	0	0	0	1
Total Distinct Clients Served	0	0	1	1	1	0	0	0	1



Provider Quality Report: Service Metrics

Clinton 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.	3	3	1	0	0	0	0	0	7
Milts Termite & Pest Control	0	0	5	3	2	2	1	3	16
Total Billable Units	3	3	6	3	2	2	1	3	23

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.	100.00%	100.00%	16.67%	0	0	0	0	0	
Milts Termite & Pest Control	0	0	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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



Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	18	26	46	17	6	22	8	18	161
Meda-Care Transportation, Inc.	0	4	20	0	6	6	6	18	60
Valley Transport LLC	54	4	13	4	6	1	0	0	82
Warren County Community Service	12	10	29	18	32	34	23	25	183
Total Billable Units	84	44	108	39	50	63	37	61	486

Market Share									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Clinton County Community Action Program	21.43%	59.09%	42.59%	43.59%	12.00%	34.92%	21.62%	29.51%	
Meda-Care Transportation, Inc.	0	9.09%	18.52%	0	12.00%	9.52%	16.22%	29.51%	
Valley Transport LLC	64.29%	9.09%	12.04%	10.26%	12.00%	1.59%	0	0	
Warren County Community Service	14.29%	22.73%	26.85%	46.15%	64.00%	53.97%	62.16%	40.98%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2023	2024	2024	2024	2024	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	4	5	6	4	3	8	4	7	5
Meda-Care Transportation, Inc.	0	2	2	0	3	2	3	4	3
Valley Transport LLC	4	2	7	1	3	1	0	0	3
Warren County Community Service	2	2	6	3	5	5	5	5	4
Total Distinct Clients Served	10	11	21	8	14	16	12	16	4



Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton 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
Assisted Care by Black Stone of CIN	1	2	0	0	0	0	0	0
CareStar Inc.	0	0	1	0	0	0	0	0
First Community Health Services, LLC	0	0	0	1	0	1	0	1
Gabriels Angels Homecare, LLC	28	25	22	28	21	35	47	42
Heavenly Helpers	1	7	9	6	15	4	0	0
Katys Home Health Care LLC	18	25	18	18	26	40	36	31
Senior Helpers of Dayton	0	0	0	0	0	0	1	2

Home Delivered Meals								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	25	35	29	37	35	41	36	29
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	4	10	16	9

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



Provider Quality Report: Satisfaction Metrics¹

Clinton 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
Assisted Care by Black Stone of CIN	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	40.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	91.5%	97.5%	96.3%	94.8%	94.6%	97.3%	94.7%	93.6%
Heavenly Helpers	50.0%	100.0%	90.0%	100.0%	82.6%	92.5%	No Data	No Data
Katys Home Health Care LLC	92.2%	96.7%	92.5%	92.7%	95.8%	95.9%	91.9%	90.6%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.3%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	92.9%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	92.9%	75.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	95.8%	94.1%	100.0%	100.0%	100.0%	97.2%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	95.8%	100.0%	100.0%	96.3%	100.0%	97.0%	97.9%	95.2%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	73.3%	75.0%	No Data	No Data
Katys Home Health Care LLC	88.9%	95.7%	88.9%	100.0%	96.2%	100.0%	97.1%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	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

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%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.7%	96.0%	90.9%	85.7%	85.0%	88.6%	85.1%	81.0%
Heavenly Helpers	No Data	100.0%	66.7%	100.0%	80.0%	100.0%	No Data	No Data
Katys Home Health Care LLC	94.4%	88.0%	76.5%	72.2%	80.8%	77.5%	58.3%	61.3%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	96.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	88.9%	100.0%	93.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	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
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	96.4%	95.2%	100.0%	97.9%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	94.4%	100.0%	96.2%	100.0%	97.2%	93.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	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

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	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	88.9%	100.0%	90.9%	96.4%	90.5%	100.0%	95.7%	95.2%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	96.0%	94.4%	88.9%	96.2%	95.0%	94.4%	80.6%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.9%	96.0%	90.9%	96.4%	95.2%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	100.0%	88.9%	94.4%	96.2%	100.0%	97.2%	93.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2023	2023	2023	2023	2024	2024	2024	2024
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	No Data	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	81.0%	87.0%	95.0%	91.3%	90.0%	90.3%	83.0%	81.0%
Heavenly Helpers	No Data	100.0%	77.8%	100.0%	60.0%	75.0%	No Data	No Data
Katys Home Health Care LLC	93.8%	100.0%	93.8%	94.1%	100.0%	91.9%	93.8%	93.3%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	92.9%	100.0%	95.5%	96.4%	95.2%	97.1%	91.5%	97.6%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	86.7%	100.0%	No Data	No Data
Katys Home Health Care LLC	94.4%	96.0%	100.0%	88.9%	96.2%	97.4%	91.7%	96.7%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Assisted Care by Black Stone of CIN	No Data	100.0%	No Data	No Data	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
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.7%	100.0%	100.0%	96.4%	95.0%	100.0%	95.7%	92.9%
Heavenly Helpers	No Data	100.0%	88.9%	100.0%	73.3%	100.0%	No Data	No Data
Katys Home Health Care LLC	83.3%	96.0%	94.4%	88.9%	96.2%	97.5%	94.4%	96.8%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	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

Clinton 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
Clinton County Community Action Program	95.0%	96.4%	96.1%	94.9%	91.7%	97.8%	98.2%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	81.3%	96.3%	94.5%	100.0%

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
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	100.0%	100.0%	93.8%	100.0%

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
Clinton County Community Action Program	92.0%	91.4%	89.7%	83.8%	82.4%	90.0%	94.4%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	25.0%	100.0%	93.3%	100.0%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	100.0%	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%								
½ Historical Standard Deviation: 1.6%								
	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	96.7%	100.0%	100.0%	94.1%	100.0%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	100.0%	93.8%	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

Clinton County ESP

Home Delivered Meals SASI Scores

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
Clinton County Community Action Program	100.0%	100.0%	96.6%	97.3%	97.1%	97.6%	97.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	75.0%	100.0%	100.0%	100.0%

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
Clinton County Community Action Program	68.0%	82.9%	86.2%	86.5%	65.7%	97.5%	97.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	80.0%	81.3%	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	97.3%	97.1%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	90.0%	93.8%	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	96.6%	94.6%	97.1%	97.6%	100.0%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	50.0%	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

Clinton 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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	90.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	80.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.5%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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

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



Provider Quality Report: Satisfaction Metrics¹

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%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2023	2023	2023	2024	2024	2024	2024
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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



Appendix A: Methodology for SASI Analysis

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 25,681 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