



Warren County



Provider Quality Report

Quarter 1, 2024



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Provider Quality Report: Introduction

Warren 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-Mar).
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

Billable Unit Conversions:

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

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

SASI Scoring:

SASI scores consist of smaller sample sizes which may impact providers' scores.



Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Care Star Inc.	Home Care Assistance	12/31/2023
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
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	Minor Home Mod	4/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	HME	1/20/2023
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
Partners in Prime	Independent Living Assistance	8/1/2023
Senior Helpers of Cincinnati	Home Care Assistance	4/22/2024
Tri-State Maintenance	HME	2/17/2023
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	5/30/2023 - 7/24/2023
Central Connections	Transportation	5/30/2023 - 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
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

Warren County ESP

Adult Day Service

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Otterbein Lebanon Adult Day Service	0	0	160	224	267	419	293	219	1,580
Total Billable Units	0	0	160	224	267	419	293	219	1,580

Market Share								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
Otterbein Lebanon Adult Day Service	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	0	0	9	11	17	17	19	17	15
Total Distinct Clients Served	0	0	9	11	17	17	19	17	15



Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Acumen Fiscal Agent	4,483	12	0	0	0	0	0	0	4,495
Palco, Inc.	0	6,207	6,531	9,970	8,207	9,231	8,751	6,527	55,424
Total Billable Units	4,483	6,219	6,531	9,970	8,207	9,231	8,751	6,527	59,919

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Acumen Fiscal Agent	100.00%	0.19%	0	0	0	0	0	0	
Palco, Inc.	0	99.81%	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									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	58	1	0	0	0	0	0	0	30
Palco, Inc.	0	71	92	110	116	115	96	92	99
Total Distinct Clients Served	58	72	92	110	116	115	96	92	83



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
A Best Home Care, Inc.	150	82	33	15	0	20	76	139	514
A Miracle Home Care	6,440	6,085	6,547	7,193	7,978	9,426	10,535	10,814	65,017
Always There Healthcare LLC	1	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	3,732	3,320	3,033	2,742	2,515	2,176	2,014	1,813	21,344
Heavenly Helpers	0	0	0	0	20	31	156	123	330
Helping Hands Private Duty Homecare	3,833	971	0	0	0	0	0	0	4,804
Interim HomeStyles of Greater Cincinnati, Inc.	1,095	888	908	808	460	619	593	329	5,700
Nova Home Care	22	62	95	183	252	147	72	68	901
Prime Home Care, LLC	112	112	96	103	96	105	107	98	829
Quality Care	584	549	361	316	174	467	329	291	3,070
SH of Southern Ohio LLC	200	994	1,854	1,654	1,919	1,601	1,515	1,523	11,260
Superior Home Care, Inc.	0	162	268	101	110	82	106	103	930
Total Billable Units	16,169	13,222	13,194	13,114	13,524	14,674	15,501	15,300	114,697

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
A Best Home Care, Inc.	0.93%	0.62%	0.25%	0.11%	0	0.14%	0.49%	0.91%	
A Miracle Home Care	39.83%	46.02%	49.62%	54.85%	58.99%	64.24%	67.96%	70.68%	
Always There Healthcare LLC	0.01%	0	0	0	0	0	0	0	
Assisted Care by Black Stone of CIN	23.08%	25.11%	22.99%	20.91%	18.60%	14.83%	12.99%	11.85%	
Heavenly Helpers	0	0	0	0	0.15%	0.21%	1.00%	0.80%	
Helping Hands Private Duty Homecare	23.71%	7.34%	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	6.77%	6.71%	6.88%	6.16%	3.40%	4.22%	3.83%	2.15%	
Nova Home Care	0.14%	0.47%	0.72%	1.40%	1.87%	1.00%	0.46%	0.44%	
Prime Home Care, LLC	0.69%	0.85%	0.73%	0.79%	0.71%	0.72%	0.69%	0.64%	
Quality Care	3.61%	4.15%	2.74%	2.41%	1.29%	3.18%	2.12%	1.90%	
SH of Southern Ohio LLC	1.24%	7.52%	14.05%	12.61%	14.19%	10.91%	9.78%	9.96%	
Superior Home Care, Inc.	0	1.22%	2.03%	0.77%	0.81%	0.56%	0.68%	0.67%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	4	3	1	0	1	4	6	3
A Miracle Home Care	232	233	236	248	301	360	388	403	300
Always There Healthcare LLC	1	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	129	125	104	98	84	67	61	51	90
Heavenly Helpers	0	0	0	0	1	8	15	13	9
Helping Hands Private Duty Homecare	146	132	0	0	0	0	0	0	139
Interim HomeStyles of Greater Cincinnati, Inc.	38	36	37	33	26	21	18	11	28
Nova Home Care	3	4	7	11	11	11	11	10	9
Prime Home Care, LLC	4	3	2	2	2	2	2	2	2
Quality Care	35	29	22	18	9	17	17	15	20
SH of Southern Ohio LLC	17	64	70	69	67	62	54	52	57
Superior Home Care, Inc.	0	21	19	8	7	7	6	7	11
Total Distinct Clients Served	609	651	500	488	508	556	576	570	58



Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,191	3,262	3,233	2,690	3,754	3,076	3,439	3,476	26,119
Total Billable Units	3,191	3,262	3,233	2,690	3,754	3,076	3,439	3,476	26,119

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
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									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,040	1,032	1,032	1,008	1,042	993	1,039	1,051	1,030
Total Distinct Clients Served	1,040	1,032	1,032	1,008	1,042	993	1,039	1,051	1,030



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Central Connections	2,017	2,083	2,152	2,554	2,555	440	0	0	11,801
Mayerson JCC (Jewish Community Center)	695	739	981	1,138	1,485	1,741	1,823	1,756	10,358
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	3,752	3,345	7,097
Warren County Community Service	58,331	59,599	61,244	59,205	60,485	64,129	63,780	62,031	488,804
Total Billable Units	61,043	62,421	64,377	62,897	64,525	66,310	69,355	67,132	518,060

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Central Connections	3.30%	3.34%	3.34%	4.06%	3.96%	0.66%	0	0	
Mayerson JCC (Jewish Community Center)	1.14%	1.18%	1.52%	1.81%	2.30%	2.63%	2.63%	2.62%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	5.41%	4.98%	
Warren County Community Service	95.56%	95.48%	95.13%	94.13%	93.74%	96.71%	91.96%	92.40%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Central Connections	40	39	36	51	48	26	0	0	40
Mayerson JCC (Jewish Community Center)	14	18	20	24	29	30	30	32	25
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	62	55	59
Warren County Community Service	915	960	955	941	959	1,011	977	996	964
Total Distinct Clients Served	969	1,017	1,011	1,016	1,036	1,067	1,069	1,083	345



Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
American Ramp Systems	6	4	6	7	5	6	11	11	56
Bernens Medical	12	15	23	49	23	24	28	4	178
Home First	0	2	2	0	1	1	2	14	22
HomeCare Mattress Inc.	0	0	0	0	0	1	0	1	2
Mullaney's Pharmacy & Home Health Care	5	3	7	5	7	11	8	2	48
People Working Cooperatively, Inc.	0	2	4	3	3	2	0	0	14
Stateline Medical Equipment	0	1	0	1	6	7	6	10	31
Total Billable Units	23	27	42	65	45	52	55	42	351

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
American Ramp Systems	26.09%	14.81%	14.29%	10.77%	11.11%	11.54%	20.00%	26.19%	
Bernens Medical	52.17%	55.56%	54.76%	75.38%	51.11%	46.15%	50.91%	9.52%	
Home First	0	7.41%	4.76%	0	2.22%	1.92%	3.64%	33.33%	
HomeCare Mattress Inc.	0	0	0	0	0	1.92%	0	2.38%	
Mullaney's Pharmacy & Home Health Care	21.74%	11.11%	16.67%	7.69%	15.56%	21.15%	14.55%	4.76%	
People Working Cooperatively, Inc.	0	7.41%	9.52%	4.62%	6.67%	3.85%	0	0	
Stateline Medical Equipment	0	3.70%	0	1.54%	13.33%	13.46%	10.91%	23.81%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
American Ramp Systems	2	2	4	4	3	3	4	5	3
Bernens Medical	12	12	21	32	20	20	24	3	18
Home First	0	2	2	0	1	1	2	12	3
HomeCare Mattress Inc.	0	0	0	0	0	1	0	1	1
Mullaney's Pharmacy & Home Health Care	4	1	6	5	7	9	7	2	5
People Working Cooperatively, Inc.	0	1	1	1	1	1	0	0	1
Stateline Medical Equipment	0	1	0	1	6	5	5	10	5
Total Distinct Clients Served	18	19	34	43	38	40	42	33	6



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	1	0	1	2	0	0	0	5
Home First	21	16	37	26	15	22	23	21	181
HomeCare Mattress Inc.	0	0	0	0	2	4	2	0	8
MedAdapt Ltd.	9	6	10	9	7	12	10	7	70
People Working Cooperatively, Inc.	4	1	0	0	1	1	1	0	8
Stateline Medical Equipment	5	2	3	8	6	5	5	5	39
Tri-State Maintenance	4	7	8	11	3	8	8	5	54
Total Billable Units	44	33	58	55	36	52	49	38	365

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Custom Home Elevator & Lift Co. Inc.	2.27%	3.03%	0	1.82%	5.56%	0	0	0	
Home First	47.73%	48.48%	63.79%	47.27%	41.67%	42.31%	46.94%	55.26%	
HomeCare Mattress Inc.	0	0	0	0	5.56%	7.69%	4.08%	0	
MedAdapt Ltd.	20.45%	18.18%	17.24%	16.36%	19.44%	23.08%	20.41%	18.42%	
People Working Cooperatively, Inc.	9.09%	3.03%	0	0	2.78%	1.92%	2.04%	0	
Stateline Medical Equipment	11.36%	6.06%	5.17%	14.55%	16.67%	9.62%	10.20%	13.16%	
Tri-State Maintenance	9.09%	21.21%	13.79%	20.00%	8.33%	15.38%	16.33%	13.16%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	1	0	1	2	0	0	0	1
Home First	19	16	33	25	15	22	21	21	22
HomeCare Mattress Inc.	0	0	0	0	2	4	2	0	3
MedAdapt Ltd.	8	6	10	9	7	10	10	7	8
People Working Cooperatively, Inc.	4	1	0	0	1	1	1	0	2
Stateline Medical Equipment	5	2	3	8	6	5	5	5	5
Tri-State Maintenance	4	6	7	10	3	8	8	5	6
Total Distinct Clients Served	41	32	53	53	36	50	47	38	8



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Central Connections	170	131	134	90	57	0	0	0	583
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	3	3
Partners in Prime	0	0	0	0	0	10	31	34	74
Total Billable Units	170	131	134	90	57	10	31	37	659

Market Share								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
Central Connections	100.00%	100.00%	100.00%	100.00%	100.00%	2.56%	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	8.22%
Partners in Prime	0	0	0	0	0	97.44%	100.00%	91.78%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Central Connections	48	47	48	49	34	1	0	0	38
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	7	7
Partners in Prime	0	0	0	0	0	8	16	12	12
Total Distinct Clients Served	48	47	48	49	34	9	16	19	27



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	1	3	2	7	2	5	4	5	29
Total Billable Units	1	3	2	7	2	5	4	5	29

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

Distinct Clients Served									
	2022	2022	2022	2023	2023	2023	2023	2024	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	1	3	2	7	2	5	4	5	4
Total Distinct Clients Served	1	3	2	7	2	5	4	5	4



Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	6	8	7	2	0	0	0	0	23
Milts Termite & Pest Control	1	3	7	14	21	16	6	11	79
Total Billable Units	7	11	14	16	21	16	6	11	102

Market Share								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
All Gone Termite & Pest Control, Inc.	85.71%	72.73%	50.00%	12.50%	0	0	0	0
Milts Termite & Pest Control	14.29%	27.27%	50.00%	87.50%	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									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	3	4	3	1	0	0	0	0	3
Milts Termite & Pest Control	1	1	3	7	9	7	5	5	5
Total Distinct Clients Served	4	5	6	8	9	7	5	5	4



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Total Billable Units
Central Connections	51	53	71	85	84	4	0	0	348
Kemper Shuttle Services	0	2	0	0	0	0	0	0	2
Meda-Care Transportation, Inc.	124	206	180	161	139	209	255	294	1,568
Universal Transportation Systems	78	71	36	27	14	6	19	2	253
Valley Transport LLC	40	68	111	266	238	318	222	312	1,575
Warren County Community Service	973	975	785	966	1,062	1,100	1,086	1,139	8,086
Total Billable Units	1,266	1,375	1,183	1,505	1,537	1,637	1,582	1,747	11,832

Market Share									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	
Central Connections	4.03%	3.85%	6.00%	5.65%	5.47%	0.24%	0	0	
Kemper Shuttle Services	0	0.15%	0	0	0	0	0	0	
Meda-Care Transportation, Inc.	9.79%	14.98%	15.22%	10.70%	9.04%	12.77%	16.12%	16.83%	
Universal Transportation Systems	6.16%	5.16%	3.04%	1.79%	0.91%	0.37%	1.20%	0.11%	
Valley Transport LLC	3.16%	4.95%	9.38%	17.67%	15.48%	19.43%	14.03%	17.86%	
Warren County Community Service	76.86%	70.91%	66.36%	64.19%	69.10%	67.20%	68.65%	65.20%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	Avg. Distinct Clients Served
Central Connections	7	7	7	5	4	1	0	0	5
Kemper Shuttle Services	0	1	0	0	0	0	0	0	1
Meda-Care Transportation, Inc.	25	23	21	23	19	22	31	34	25
Universal Transportation Systems	17	12	9	7	3	1	7	1	7
Valley Transport LLC	5	11	19	18	23	29	18	20	18
Warren County Community Service	87	88	84	91	100	104	111	113	97
Total Distinct Clients Served	141	142	140	144	149	157	167	168	31



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0	2	1	2	1	1	0	2
A Miracle Home Care	68	80	90	87	113	131	158	167
Assisted Care by Black Stone of CIN	45	57	39	50	41	31	25	34
Heavenly Helpers	0	0	0	0	0	0	3	11
Helping Hands Private Duty Homecare	48	15	2	1	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	14	15	13	14	11	8	7	4
Nova Home Care	1	1	6	1	8	4	3	3
Prime Home Care, LLC	1	0	0	0	1	1	0	2
Quality Care	8	20	7	11	7	11	4	9
SH of Southern Ohio LLC	4	18	19	28	28	28	19	38
Superior Home Care, Inc.	0	6	5	3	3	3	3	2

Home Delivered Meals								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	12	19	14	15	13	7	0	0
Mayerson JCC (Jewish Community Center)	8	1	9	4	12	9	11	7
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	1	22	23
Warren County Community Service	219	270	301	290	384	380	332	406

Medical Transportation								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	8	4	10	8	20	0	0	0
Kemper Shuttle Services	0	2	0	2	2	0	0	0
Meda-Care Transportation, Inc.	24	42	54	46	34	34	46	36
Universal Transportation Systems	10	20	14	18	8	12	4	2
Valley Transport LLC	6	18	22	12	32	18	40	30
Warren County Community Service	70	100	140	104	144	166	130	174



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	80.0%	100.0%	60.0%	0.0%	90.0%	No Data	100.0%
A Miracle Home Care	92.0%	92.0%	87.1%	95.3%	94.7%	96.7%	97.0%	95.6%
Assisted Care by Black Stone of CIN	92.8%	90.7%	85.7%	86.7%	87.5%	89.0%	95.8%	92.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	93.3%	95.3%
Helping Hands Private Duty Homecare	88.2%	92.3%	100.0%	0.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.8%	96.7%	98.3%	99.1%	98.6%	100.0%	90.0%
Nova Home Care	50.0%	100.0%	86.7%	70.0%	80.0%	72.5%	25.0%	71.7%
Prime Home Care, LLC	90.0%	No Data	No Data	No Data	50.0%	100.0%	No Data	100.0%
Quality Care	97.5%	70.6%	80.0%	84.0%	63.5%	85.9%	97.5%	86.5%
SH of Southern Ohio LLC	47.5%	94.1%	94.3%	94.0%	99.0%	98.0%	96.3%	96.9%
Superior Home Care, Inc.	No Data	100.0%	96.7%	96.7%	95.0%	100.0%	100.0%	85.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	100.0%	50.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	88.2%	86.6%	79.7%	96.7%	96.5%	96.9%	97.5%	97.8%
Assisted Care by Black Stone of CIN	93.5%	84.3%	75.0%	80.0%	83.9%	87.5%	93.3%	87.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	94.6%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	100.0%	100.0%	No Data	75.0%	75.0%	50.0%	50.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	61.5%	85.7%	85.7%	80.0%	80.0%	100.0%	100.0%
SH of Southern Ohio LLC	25.0%	100.0%	86.7%	95.5%	100.0%	100.0%	88.2%	100.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	86.8%	87.0%	76.6%	95.2%	96.6%	96.6%	99.2%	95.9%
Assisted Care by Black Stone of CIN	87.5%	80.4%	70.0%	79.5%	79.3%	82.6%	94.4%	86.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	88.6%	84.6%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	100.0%	83.3%	No Data	75.0%	25.0%	66.7%	33.3%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	75.0%	100.0%	100.0%	83.3%	87.5%	100.0%	87.5%
SH of Southern Ohio LLC	25.0%	100.0%	100.0%	100.0%	100.0%	94.7%	93.8%	92.6%
Superior Home Care, Inc.	No Data	100.0%	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

Warren 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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	91.2%	87.5%	84.3%	88.4%	91.0%	88.1%	96.1%	92.5%
Assisted Care by Black Stone of CIN	93.3%	91.2%	87.2%	79.6%	89.7%	90.0%	100.0%	90.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%
Helping Hands Private Duty Homecare	58.3%	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	100.0%	50.0%	100.0%	37.5%	75.0%	No Data	66.7%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Quality Care	87.5%	61.1%	71.4%	60.0%	57.1%	72.7%	100.0%	66.7%
SH of Southern Ohio LLC	No Data	83.3%	100.0%	96.4%	100.0%	100.0%	100.0%	97.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	100.0%	98.8%	98.9%	100.0%	99.1%	99.2%	98.7%	98.8%
Assisted Care by Black Stone of CIN	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	97.9%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.1%	100.0%	97.8%	98.8%	98.2%	99.2%	97.4%	97.0%
Assisted Care by Black Stone of CIN	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	95.8%	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	66.7%	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	88.2%	71.4%	100.0%	85.7%	100.0%	100.0%	88.9%
SH of Southern Ohio LLC	75.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	100.0%	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

Warren 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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.1%	97.5%	94.4%	100.0%	99.1%	98.4%	96.1%	95.7%
Assisted Care by Black Stone of CIN	100.0%	96.5%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	93.8%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	No Data	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	76.5%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	75.0%	100.0%	100.0%	96.4%	96.4%	92.9%	100.0%	100.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%

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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.5%	95.0%	92.0%	96.5%	99.1%	99.2%	96.1%	96.9%
Assisted Care by Black Stone of CIN	100.0%	98.2%	97.4%	100.0%	97.4%	96.6%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Helping Hands Private Duty Homecare	93.8%	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	88.9%
SH of Southern Ohio LLC	75.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	No Data	100.0%	50.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	76.1%	86.9%	76.1%	85.5%	77.9%	95.1%	94.6%	95.5%
Assisted Care by Black Stone of CIN	69.0%	73.9%	50.0%	58.3%	55.2%	63.6%	77.8%	76.9%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%
Helping Hands Private Duty Homecare	84.8%	92.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	83.3%	66.7%	83.3%	100.0%	85.7%	100.0%	No Data
Nova Home Care	No Data	100.0%	83.3%	No Data	62.5%	50.0%	No Data	33.3%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	43.8%	42.9%	44.4%	No Data	37.5%	75.0%	66.7%
SH of Southern Ohio LLC	25.0%	63.6%	66.7%	73.3%	93.8%	100.0%	92.3%	85.2%
Superior Home Care, Inc.	No Data	100.0%	66.7%	66.7%	50.0%	100.0%	100.0%	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	94.0%	90.0%	86.2%	95.3%	92.8%	96.0%	96.1%	92.7%
Assisted Care by Black Stone of CIN	95.6%	91.2%	92.3%	82.0%	89.7%	90.0%	96.0%	93.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%
Helping Hands Private Duty Homecare	83.0%	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	100.0%	66.7%	100.0%	62.5%	75.0%	No Data	66.7%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Quality Care	87.5%	64.7%	85.7%	70.0%	42.9%	90.9%	100.0%	77.8%
SH of Southern Ohio LLC	50.0%	94.4%	94.7%	92.9%	100.0%	96.4%	94.7%	100.0%
Superior Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	91.2%	91.3%	85.4%	96.5%	96.4%	98.4%	98.0%	93.3%
Assisted Care by Black Stone of CIN	88.9%	94.6%	92.3%	88.0%	87.2%	90.0%	96.0%	90.6%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%
Helping Hands Private Duty Homecare	91.7%	85.7%	100.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	83.3%	100.0%	87.5%	75.0%	No Data	66.7%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	70.6%	85.7%	80.0%	28.6%	90.0%	100.0%	88.9%
SH of Southern Ohio LLC	50.0%	100.0%	100.0%	89.3%	100.0%	96.3%	94.4%	93.9%
Superior Home Care, Inc.	No Data	100.0%	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

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	96.9%	88.6%	83.6%	88.2%	85.5%	67.9%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	87.5%	100.0%	96.9%	100.0%	98.6%	100.0%	87.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	100.0%	95.7%	96.7%
Warren County Community Service	98.8%	99.4%	98.7%	98.6%	99.1%	99.2%	99.1%	99.0%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	90.0%	85.7%	57.1%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	No Data	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	100.0%	94.4%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%	99.5%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	83.3%	73.7%	71.4%	86.7%	69.2%	71.4%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%	91.3%
Warren County Community Service	96.3%	98.9%	97.3%	96.9%	97.9%	99.2%	97.3%	98.0%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	83.3%	78.6%	100.0%	71.4%	No Data	No Data
Mayerson JCC (Jewish Community Center)	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	100.0%	95.5%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%

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	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	85.7%	90.0%	85.7%	42.9%	No Data	No Data
Mayerson JCC (Jewish Community Center)	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	100.0%	94.4%	100.0%
Warren County Community Service	99.5%	99.1%	98.8%	99.6%	100.0%	99.7%	100.0%	99.5%

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

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	99.6%	100.0%	99.3%	99.0%	99.7%	99.4%	99.5%

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	91.7%	68.4%	64.3%	80.0%	69.2%	57.1%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	71.4%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	100.0%	95.5%	91.3%
Warren County Community Service	97.3%	98.5%	96.3%	95.8%	97.4%	96.8%	96.7%	96.8%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	94.7%	100.0%	100.0%	91.7%	85.7%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	75.0%	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	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	99.3%	99.0%	98.3%	99.0%	98.4%	100.0%	99.8%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	72.2%	75.0%	80.0%	90.0%	57.1%	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	100.0%	95.2%	90.9%
Warren County Community Service	98.6%	99.6%	98.3%	99.3%	99.7%	99.7%	99.1%	99.5%

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

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	90.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	90.8%	98.0%	96.5%	94.2%	100.0%	99.3%	98.6%	100.0%
Universal Transportation Systems	74.0%	93.9%	87.1%	75.6%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	98.0%	95.5%	95.0%	99.4%	97.8%	94.1%	89.2%
Warren County Community Service	99.4%	99.4%	100.0%	99.8%	99.7%	99.6%	99.8%	99.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	100.0%	96.2%	90.5%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	40.0%	80.0%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	81.8%	83.3%	100.0%	100.0%	94.1%	85.7%
Warren County Community Service	100.0%	97.9%	100.0%	100.0%	100.0%	97.2%	100.0%	98.8%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	95.0%	92.0%	95.2%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	88.2%	85.7%
Warren County Community Service	100.0%	100.0%	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

Warren 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%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 2.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.7%	77.8%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	92.9%
Warren County Community Service	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.7%	88.9%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	92.9%
Warren County Community Service	100.0%	100.0%	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%	2022	2022	2022	2023	2023	2023	2023	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	92.9%
Warren County Community Service	94.3%	100.0%	100.0%	100.0%	100.0%	98.6%	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

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	96.2%	95.2%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%
Warren County Community Service	100.0%	100.0%	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%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	100.0%	96.2%	95.2%	100.0%	92.9%	100.0%	100.0%
Universal Transportation Systems	40.0%	90.0%	85.7%	55.6%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	90.9%	83.3%	93.8%	100.0%	94.1%	84.6%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	95.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%
Universal Transportation Systems	40.0%	90.0%	71.4%	44.4%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	80.0%	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.5%	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

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	95.0%	92.3%	85.7%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	90.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.2%	85.7%
Warren County Community Service	100.0%	100.0%	100.0%	97.7%	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	2022	2022	2022	2023	2023	2023	2023	2024
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	91.7%	95.0%	92.3%	95.2%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	40.0%	88.9%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	85.7%
Warren County Community Service	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%

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

Warren 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 23,716 SASIs collected over a two year period from April 1, 2022 through March 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