



Warren County



Provider Quality Report

Quarter 2, 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
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
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
Heavenly Helpers	Home Care Assistance	7/5/2024
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
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.	Home Medical Equipment	1/20/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
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 Dayton	Home Care Assistance	4/22/2024
Tri-State Maintenance	Home Medical Equipment	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	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024



Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Otterbein Lebanon Adult Day Service	0	160	224	267	419	293	219	184	1,764
Total Billable Units	0	160	224	267	419	293	219	184	1,764

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

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
Otterbein Lebanon Adult Day Service	0	9	11	17	17	19	17	15	15
Total Distinct Clients Served	0	9	11	17	17	19	17	15	15



Provider Quality Report: Service Metrics

Warren 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
Acumen Fiscal Agent	12	0	0	0	0	0	0	0	12
Palco, Inc.	6,207	6,531	9,970	8,207	9,231	8,751	6,527	8,357	63,782
Total Billable Units	6,219	6,531	9,970	8,207	9,231	8,751	6,527	8,357	63,794

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Acumen Fiscal Agent	0.19%	0	0	0	0	0	0	0	
Palco, Inc.	99.81%	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	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	1	0	0	0	0	0	0	0	1
Palco, Inc.	71	92	110	116	115	96	92	85	97
Total Distinct Clients Served	72	92	110	116	115	96	92	85	86



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
A Best Home Care, Inc.	82	33	15	0	20	76	139	419	783
A Miracle Home Care	6,085	6,547	7,193	7,978	9,426	10,535	10,814	10,733	69,309
Assisted Care by Black Stone of CIN	3,320	3,033	2,742	2,515	2,176	2,014	1,813	1,493	19,105
Heavenly Helpers	0	0	0	20	31	156	123	0	330
Helping Hands Private Duty Homecare	971	0	0	0	0	0	0	0	971
Interim HomeStyles of Greater Cincinnati, Inc.	888	908	808	460	619	593	329	342	4,946
Nova Home Care	62	95	183	252	147	72	68	179	1,057
Prime Home Care, LLC	112	96	103	96	105	107	98	104	821
Quality Care	549	361	316	174	467	329	291	198	2,684
SH of Southern Ohio LLC	994	1,854	1,654	1,919	1,601	1,515	1,523	1,380	12,440
Superior Home Care, Inc.	162	268	101	110	82	106	103	83	1,013
Total Billable Units	13,222	13,194	13,114	13,524	14,674	15,501	15,300	14,930	113,458

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
A Best Home Care, Inc.	0.62%	0.25%	0.11%	0	0.14%	0.49%	0.91%	2.81%	
A Miracle Home Care	46.02%	49.62%	54.85%	58.99%	64.24%	67.96%	70.68%	71.89%	
Assisted Care by Black Stone of CIN	25.11%	22.99%	20.91%	18.60%	14.83%	12.99%	11.85%	10.00%	
Heavenly Helpers	0	0	0	0.15%	0.21%	1.00%	0.80%	0	
Helping Hands Private Duty Homecare	7.34%	0	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	6.71%	6.88%	6.16%	3.40%	4.22%	3.83%	2.15%	2.29%	
Nova Home Care	0.47%	0.72%	1.40%	1.87%	1.00%	0.46%	0.44%	1.20%	
Prime Home Care, LLC	0.85%	0.73%	0.79%	0.71%	0.72%	0.69%	0.64%	0.70%	
Quality Care	4.15%	2.74%	2.41%	1.29%	3.18%	2.12%	1.90%	1.33%	
SH of Southern Ohio LLC	7.52%	14.05%	12.61%	14.19%	10.91%	9.78%	9.96%	9.24%	
Superior Home Care, Inc.	1.22%	2.03%	0.77%	0.81%	0.56%	0.68%	0.67%	0.56%	
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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	3	1	0	1	4	6	7	4
A Miracle Home Care	233	236	248	301	360	388	403	389	320
Assisted Care by Black Stone of CIN	125	104	98	84	67	61	51	40	79
Heavenly Helpers	0	0	0	1	8	15	13	0	9
Helping Hands Private Duty Homecare	132	0	0	0	0	0	0	0	132
Interim HomeStyles of Greater Cincinnati, Inc.	36	37	33	26	21	18	11	16	25
Nova Home Care	4	7	11	11	11	11	10	10	9
Prime Home Care, LLC	3	2	2	2	2	2	2	2	2
Quality Care	29	22	18	9	17	17	15	13	18
SH of Southern Ohio LLC	64	70	69	67	62	54	52	55	62
Superior Home Care, Inc.	21	19	8	7	7	6	7	6	10
Total Distinct Clients Served	651	500	488	508	556	576	570	538	58



Provider Quality Report: Service Metrics

Warren 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.	3,262	3,233	2,690	3,754	3,076	3,439	3,476	3,698	26,627
Total Billable Units	3,262	3,233	2,690	3,754	3,076	3,439	3,476	3,698	26,627

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%
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	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,032	1,032	1,008	1,042	993	1,039	1,051	1,033	1,029
Total Distinct Clients Served	1,032	1,032	1,008	1,042	993	1,039	1,051	1,033	1,029



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	2,083	2,152	2,554	2,555	440	0	0	0	9,784
Mayerson JCC (Jewish Community Center)	739	981	1,138	1,485	1,741	1,823	1,756	1,780	11,443
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	3,752	3,345	3,510	10,607
Warren County Community Service	59,599	61,244	59,205	60,485	64,129	63,780	62,031	63,343	493,816
Total Billable Units	62,421	64,377	62,897	64,525	66,310	69,355	67,132	68,633	525,650

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	3.34%	3.34%	4.06%	3.96%	0.66%	0	0	0	
Mayerson JCC (Jewish Community Center)	1.18%	1.52%	1.81%	2.30%	2.63%	2.63%	2.62%	2.59%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	5.41%	4.98%	5.11%	
Warren County Community Service	95.48%	95.13%	94.13%	93.74%	96.71%	91.96%	92.40%	92.29%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	39	36	51	48	26	0	0	0	40
Mayerson JCC (Jewish Community Center)	18	20	24	29	30	30	32	35	27
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	62	55	55	57
Warren County Community Service	960	955	941	959	1,011	977	996	988	973
Total Distinct Clients Served	1,017	1,011	1,016	1,036	1,067	1,069	1,083	1,078	349



Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
American Ramp Systems	4	6	7	5	6	11	11	13	63
Bernens Medical	15	23	49	23	24	28	4	6	172
Home First	2	2	0	1	1	2	14	23	45
HomeCare Mattress Inc.	0	0	0	0	1	0	1	3	5
Mullaney's Pharmacy & Home Health Care	3	7	5	7	11	8	2	0	43
People Working Cooperatively, Inc.	2	4	3	3	2	0	0	0	14
Stateline Medical Equipment	1	0	1	6	7	6	10	9	40
Total Billable Units	27	42	65	45	52	55	42	54	382

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
American Ramp Systems	14.81%	14.29%	10.77%	11.11%	11.54%	20.00%	26.19%	24.07%	
Bernens Medical	55.56%	54.76%	75.38%	51.11%	46.15%	50.91%	9.52%	11.11%	
Home First	7.41%	4.76%	0	2.22%	1.92%	3.64%	33.33%	42.59%	
HomeCare Mattress Inc.	0	0	0	0	1.92%	0	2.38%	5.56%	
Mullaney's Pharmacy & Home Health Care	11.11%	16.67%	7.69%	15.56%	21.15%	14.55%	4.76%	0	
People Working Cooperatively, Inc.	7.41%	9.52%	4.62%	6.67%	3.85%	0	0	0	
Stateline Medical Equipment	3.70%	0	1.54%	13.33%	13.46%	10.91%	23.81%	16.67%	
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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
American Ramp Systems	2	4	4	3	3	4	5	5	4
Bernens Medical	12	21	32	20	20	24	3	3	17
Home First	2	2	0	1	1	2	12	18	5
HomeCare Mattress Inc.	0	0	0	0	1	0	1	1	1
Mullaney's Pharmacy & Home Health Care	1	6	5	7	9	7	2	0	5
People Working Cooperatively, Inc.	1	1	1	1	1	0	0	0	1
Stateline Medical Equipment	1	0	1	6	5	5	10	9	5
Total Distinct Clients Served	19	34	43	38	40	42	33	36	6



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	3	3
Custom Home Elevator & Lift Co. Inc.	1	0	1	2	0	0	0	2	6
Home First	16	37	26	15	22	23	21	20	180
HomeCare Mattress Inc.	0	0	0	2	4	2	0	1	9
MedAdapt Ltd.	6	10	9	7	12	10	7	9	70
People Working Cooperatively, Inc.	1	0	0	1	1	1	0	0	4
Stateline Medical Equipment	2	3	8	6	5	5	5	3	37
Tri-State Maintenance	7	8	11	3	8	8	5	6	56
Total Billable Units	33	58	55	36	52	49	38	44	365

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	6.82%	
Custom Home Elevator & Lift Co. Inc.	3.03%	0	1.82%	5.56%	0	0	0	4.55%	
Home First	48.48%	63.79%	47.27%	41.67%	42.31%	46.94%	55.26%	45.45%	
HomeCare Mattress Inc.	0	0	0	5.56%	7.69%	4.08%	0	2.27%	
MedAdapt Ltd.	18.18%	17.24%	16.36%	19.44%	23.08%	20.41%	18.42%	20.45%	
People Working Cooperatively, Inc.	3.03%	0	0	2.78%	1.92%	2.04%	0	0	
Stateline Medical Equipment	6.06%	5.17%	14.55%	16.67%	9.62%	10.20%	13.16%	6.82%	
Tri-State Maintenance	21.21%	13.79%	20.00%	8.33%	15.38%	16.33%	13.16%	13.64%	
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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	3	3
Custom Home Elevator & Lift Co. Inc.	1	0	1	2	0	0	0	2	2
Home First	16	33	25	15	22	21	21	18	21
HomeCare Mattress Inc.	0	0	0	2	4	2	0	1	2
MedAdapt Ltd.	6	10	9	7	10	10	7	9	9
People Working Cooperatively, Inc.	1	0	0	1	1	1	0	0	1
Stateline Medical Equipment	2	3	8	6	5	5	5	3	5
Tri-State Maintenance	6	7	10	3	8	8	5	6	7
Total Distinct Clients Served	32	53	53	36	50	47	38	42	8



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	131	134	90	57	0	0	0	0	413
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	3	42	45
Partners in Prime	0	0	0	0	10	31	34	39	112
Total Billable Units	131	134	90	57	10	31	37	80	569

Market Share									
	2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Central Connections	100.00%	100.00%	100.00%	100.00%	2.56%	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	8.22%	52.02%	
Partners in Prime	0	0	0	0	97.44%	100.00%	91.78%	47.98%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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
Central Connections	47	48	49	34	1	0	0	0	36
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	7	12	10
Partners in Prime	0	0	0	0	8	16	12	12	12
Total Distinct Clients Served	47	48	49	34	9	16	19	24	22



Provider Quality Report: Service Metrics

Warren 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	3	2	7	2	5	4	5	0	28
Total Billable Units	3	2	7	2	5	4	5	0	28

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

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	3	2	7	2	5	4	5	0	4
Total Distinct Clients Served	3	2	7	2	5	4	5	0	4



Provider Quality Report: Service Metrics

Warren 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.	8	7	2	0	0	0	0	0	17
Milts Termite & Pest Control	3	7	14	21	16	6	11	9	87
Total Billable Units	11	14	16	21	16	6	11	9	104

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.	72.73%	50.00%	12.50%	0	0	0	0	0	
Milts Termite & Pest Control	27.27%	50.00%	87.50%	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									
	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.	4	3	1	0	0	0	0	0	3
Milts Termite & Pest Control	1	3	7	9	7	5	5	4	5
Total Distinct Clients Served	5	6	8	9	7	5	5	4	4



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Total Billable Units
Central Connections	53	71	85	84	4	0	0	0	297
Kemper Shuttle Services	2	0	0	0	0	0	0	0	2
Meda-Care Transportation, Inc.	206	180	161	139	209	255	294	302	1,746
Universal Transportation Systems	71	36	27	14	6	19	2	0	175
Valley Transport LLC	68	111	266	238	318	222	312	384	1,919
Warren County Community Service	975	785	966	1,062	1,100	1,086	1,139	1,045	8,158
Total Billable Units	1,375	1,183	1,505	1,537	1,637	1,582	1,747	1,731	12,297

Market Share									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	
Central Connections	3.85%	6.00%	5.65%	5.47%	0.24%	0	0	0	
Kemper Shuttle Services	0.15%	0	0	0	0	0	0	0	
Meda-Care Transportation, Inc.	14.98%	15.22%	10.70%	9.04%	12.77%	16.12%	16.83%	17.45%	
Universal Transportation Systems	5.16%	3.04%	1.79%	0.91%	0.37%	1.20%	0.11%	0	
Valley Transport LLC	4.95%	9.38%	17.67%	15.48%	19.43%	14.03%	17.86%	22.18%	
Warren County Community Service	70.91%	66.36%	64.19%	69.10%	67.20%	68.65%	65.20%	60.37%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	Avg. Distinct Clients Served
Central Connections	7	7	5	4	1	0	0	0	5
Kemper Shuttle Services	1	0	0	0	0	0	0	0	1
Meda-Care Transportation, Inc.	23	21	23	19	22	31	34	28	25
Universal Transportation Systems	12	9	7	3	1	7	1	0	6
Valley Transport LLC	11	19	18	23	29	18	20	18	20
Warren County Community Service	88	84	91	100	104	111	113	112	100
Total Distinct Clients Served	142	140	144	149	157	167	168	158	33



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren 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
A Best Home Care, Inc.	2	1	2	1	1	0	2	1
A Miracle Home Care	80	90	87	113	131	158	167	194
Assisted Care by Black Stone of CIN	57	39	50	41	31	25	34	23
Heavenly Helpers	0	0	0	0	0	3	11	1
Helping Hands Private Duty Homecare	15	2	1	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	15	13	14	11	8	7	4	4
Nova Home Care	1	6	1	8	4	3	3	3
Prime Home Care, LLC	0	0	0	1	1	0	2	0
Quality Care	20	7	11	7	11	4	9	6
SH of Southern Ohio LLC	18	19	28	28	28	19	38	28
Superior Home Care, Inc.	6	5	3	3	3	3	2	3

Home Delivered Meals								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	19	14	15	13	7	0	0	0
Mayerson JCC (Jewish Community Center)	1	9	4	12	9	11	7	14
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	1	22	23	26
Warren County Community Service	270	301	290	384	380	332	407	376

Medical Transportation								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	2	5	4	10	0	0	0	0
Kemper Shuttle Services	1	0	1	1	0	0	0	0
Meda-Care Transportation, Inc.	21	27	23	17	17	23	19	26
Universal Transportation Systems	10	7	9	4	6	2	1	0
Valley Transport LLC	9	11	6	16	9	20	15	17
Warren County Community Service	50	70	52	72	83	65	87	80



Provider Quality Report: Satisfaction Metrics¹

Warren 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
A Best Home Care, Inc.	80.0%	100.0%	60.0%	No Data	90.0%	No Data	100.0%	No Data
A Miracle Home Care	92.0%	87.1%	95.3%	94.7%	96.7%	97.0%	95.6%	94.7%
Assisted Care by Black Stone of CIN	90.7%	85.7%	86.7%	87.5%	89.0%	95.8%	92.5%	96.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	93.3%	95.3%	0.0%
Helping Hands Private Duty Homecare	92.3%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	96.7%	98.3%	99.1%	98.6%	100.0%	90.0%	100.0%
Nova Home Care	100.0%	86.7%	70.0%	80.0%	72.5%	25.0%	71.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	50.0%	100.0%	No Data	100.0%	No Data
Quality Care	70.6%	80.0%	84.0%	63.5%	85.9%	97.5%	86.5%	88.3%
SH of Southern Ohio LLC	94.1%	94.3%	94.0%	99.0%	98.0%	96.3%	96.9%	94.7%
Superior Home Care, Inc.	100.0%	96.7%	96.7%	95.0%	100.0%	100.0%	85.0%	96.7%

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
A Best Home Care, Inc.	No Data	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	86.6%	79.7%	96.7%	96.5%	96.9%	97.5%	97.8%	94.0%
Assisted Care by Black Stone of CIN	84.3%	75.0%	80.0%	83.9%	87.5%	93.3%	87.5%	93.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	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%	No Data	75.0%	75.0%	50.0%	50.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	61.5%	85.7%	85.7%	80.0%	80.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	86.7%	95.5%	100.0%	100.0%	88.2%	100.0%	91.7%
Superior Home Care, Inc.	100.0%	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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	87.0%	76.6%	95.2%	96.6%	96.6%	99.2%	95.9%	94.0%
Assisted Care by Black Stone of CIN	80.4%	70.0%	79.5%	79.3%	82.6%	94.4%	86.4%	88.9%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	84.6%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	No Data	75.0%	25.0%	66.7%	33.3%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	75.0%	100.0%	100.0%	83.3%	87.5%	100.0%	87.5%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	94.7%	93.8%	92.6%	88.5%
Superior Home Care, Inc.	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

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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	87.5%	84.3%	88.4%	91.0%	88.1%	96.1%	92.5%	89.1%
Assisted Care by Black Stone of CIN	91.2%	87.2%	79.6%	89.7%	90.0%	100.0%	90.3%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data
Helping Hands Private Duty Homecare	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	50.0%	100.0%	37.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	61.1%	71.4%	60.0%	57.1%	72.7%	100.0%	66.7%	83.3%
SH of Southern Ohio LLC	83.3%	100.0%	96.4%	100.0%	100.0%	100.0%	97.0%	96.4%
Superior Home Care, Inc.	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	98.8%	98.9%	100.0%	99.1%	99.2%	98.7%	98.8%	99.0%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	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%	66.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	100.0%	97.8%	98.8%	98.2%	99.2%	97.4%	97.0%	97.9%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	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%	75.0%	66.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	88.2%	71.4%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	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

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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.5%	94.4%	100.0%	99.1%	98.4%	96.1%	95.7%	96.3%
Assisted Care by Black Stone of CIN	96.5%	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	100.0%	100.0%	No Data	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%	75.0%	No Data	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	76.5%	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	96.4%	96.4%	92.9%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	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	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	95.0%	92.0%	96.5%	99.1%	99.2%	96.1%	96.9%	97.9%
Assisted Care by Black Stone of CIN	98.2%	97.4%	100.0%	97.4%	96.6%	100.0%	100.0%	95.2%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	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%	No Data	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%
SH of Southern Ohio LLC	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	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 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
A Best Home Care, Inc.	No Data	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	86.9%	76.1%	85.5%	77.9%	95.1%	94.6%	95.5%	91.4%
Assisted Care by Black Stone of CIN	73.9%	50.0%	58.3%	55.2%	63.6%	77.8%	76.9%	86.7%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data
Helping Hands Private Duty Homecare	92.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	83.3%	66.7%	83.3%	100.0%	85.7%	100.0%	No Data	100.0%
Nova Home Care	100.0%	83.3%	No Data	62.5%	50.0%	No Data	33.3%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	43.8%	42.9%	44.4%	No Data	37.5%	75.0%	66.7%	50.0%
SH of Southern Ohio LLC	63.6%	66.7%	73.3%	93.8%	100.0%	92.3%	85.2%	81.0%
Superior Home Care, Inc.	100.0%	66.7%	66.7%	50.0%	100.0%	100.0%	No Data	66.7%

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	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	90.0%	86.2%	95.3%	92.8%	96.0%	96.1%	92.7%	92.7%
Assisted Care by Black Stone of CIN	91.2%	92.3%	82.0%	89.7%	90.0%	96.0%	93.8%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data
Helping Hands Private Duty Homecare	93.3%	100.0%	No Data	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%	66.7%	100.0%	62.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	64.7%	85.7%	70.0%	42.9%	90.9%	100.0%	77.8%	66.7%
SH of Southern Ohio LLC	94.4%	94.7%	92.9%	100.0%	96.4%	94.7%	100.0%	96.4%
Superior Home Care, Inc.	100.0%	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	2023	2023	2023	2023	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data
A Miracle Home Care	91.3%	85.4%	96.5%	96.4%	98.4%	98.0%	93.3%	94.8%
Assisted Care by Black Stone of CIN	94.6%	92.3%	88.0%	87.2%	90.0%	96.0%	90.6%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%	No Data
Helping Hands Private Duty Homecare	85.7%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	100.0%	87.5%	75.0%	No Data	66.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	70.6%	85.7%	80.0%	28.6%	90.0%	100.0%	88.9%	83.3%
SH of Southern Ohio LLC	100.0%	100.0%	89.3%	100.0%	96.3%	94.4%	93.9%	92.9%
Superior Home Care, Inc.	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

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
Central Connections	88.6%	83.6%	88.2%	85.5%	67.9%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	87.5%	100.0%	96.9%	100.0%	98.6%	100.0%	87.5%	98.2%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.7%	96.7%	99.0%
Warren County Community Service	99.4%	98.7%	98.6%	99.1%	99.2%	99.1%	99.0%	99.6%

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
Central Connections	100.0%	88.9%	90.0%	85.7%	57.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	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%	94.4%	100.0%	100.0%
Warren County Community Service	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%	99.5%	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
Central Connections	73.7%	71.4%	86.7%	69.2%	71.4%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	92.9%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	90.9%	91.3%	96.2%
Warren County Community Service	98.9%	97.3%	96.9%	97.9%	99.2%	97.3%	98.0%	98.7%

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
Central Connections	100.0%	83.3%	78.6%	100.0%	71.4%	No Data	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	100.0%	95.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	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
Central Connections	100.0%	85.7%	90.0%	85.7%	42.9%	No Data	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	100.0%	94.4%	100.0%	100.0%
Warren County Community Service	99.1%	98.8%	99.6%	100.0%	99.7%	100.0%	99.5%	99.7%

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	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	92.3%	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	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%
Warren County Community Service	99.6%	100.0%	99.3%	99.0%	99.7%	99.4%	99.5%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	68.4%	64.3%	80.0%	69.2%	57.1%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	71.4%	92.9%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	100.0%	95.5%	91.3%	96.2%
Warren County Community Service	98.5%	96.3%	95.8%	97.4%	96.8%	96.7%	96.8%	98.7%

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

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

Overall Percentage								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	90.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	98.0%	96.5%	94.2%	100.0%	99.3%	98.6%	100.0%	98.5%
Universal Transportation Systems	93.9%	87.1%	75.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	98.0%	95.5%	95.0%	99.4%	97.8%	94.1%	89.2%	94.3%
Warren County Community Service	99.4%	100.0%	99.8%	99.7%	99.6%	99.8%	99.8%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2023	2023	2023	2023	2024	2024
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.0%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	81.8%	83.3%	100.0%	100.0%	94.1%	85.7%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	97.2%	100.0%	98.8%	100.0%

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

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%
Universal Transportation Systems	100.0%	85.7%	77.8%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	92.9%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%
Universal Transportation Systems	100.0%	85.7%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	92.9%	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%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.2%	100.0%	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%	No Data
Valley Transport LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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%								
2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%	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%								
2022	2022	2023	2023	2023	2023	2024	2024	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	95.2%	100.0%	92.9%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	85.7%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	90.9%	83.3%	93.8%	100.0%	94.1%	84.6%	92.9%
Warren County Community Service	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%

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

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.3%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	88.2%	85.7%	92.9%
Warren County Community Service	100.0%	100.0%	97.7%	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%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.0%	92.3%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%
Universal Transportation Systems	88.9%	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	85.7%	92.9%
Warren County Community Service	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	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

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 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