



Warren County



Provider Quality Report

Quarter 3, 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 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
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
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

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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Otterbein Lebanon Adult Day Service	160	224	267	419	293	219	184	588	2,352
Total Billable Units	160	224	267	419	293	219	184	588	2,352

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Otterbein Lebanon Adult Day Service	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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	9	11	17	17	19	17	15	25	16
Total Distinct Clients Served	9	11	17	17	19	17	15	25	16



Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Palco, Inc.	6,531	9,970	8,207	9,231	8,751	6,527	8,357	6,309	63,884
Total Billable Units	6,531	9,970	8,207	9,231	8,751	6,527	8,357	6,309	63,884

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Palco, 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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Palco, Inc.	92	110	116	115	96	92	85	74	98
Total Distinct Clients Served	92	110	116	115	96	92	85	74	98

Home Care Assistance

Billable Units									
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024	Total Billable Units
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
A Best Home Care, Inc.	33	15	0	20	76	139	419	485	1,186
A Miracle Home Care	6,547	7,193	7,978	9,426	10,535	10,814	10,733	11,437	74,662
Assisted Care by Black Stone of CIN	3,033	2,742	2,515	2,176	2,014	1,813	1,493	1,519	17,304
Gabriels Angels Homecare, LLC	0	0	0	0	0	0	0	15	15
Heavenly Helpers	0	0	20	31	156	123	0	0	330
Interim HomeStyles of Greater Cincinnati, Inc.	908	808	460	619	593	329	342	433	4,492
Nova Home Care	95	183	252	147	72	68	179	118	1,114
Prime Home Care, LLC	96	103	96	105	107	98	104	107	815
Quality Care	361	316	174	467	329	291	198	35	2,171
Senior Helpers of Dayton	0	0	0	0	0	0	0	5	5
SH of Southern Ohio LLC	1,854	1,654	1,919	1,601	1,515	1,523	1,380	1,402	12,848
Superior Home Care, Inc.	268	101	110	82	106	103	83	139	991
Total Billable Units	13,194	13,114	13,524	14,674	15,501	15,300	14,930	15,694	115,931

Market Share									
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024	
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
A Best Home Care, Inc.	0.25%	0.11%	0	0.14%	0.49%	0.91%	2.81%	3.09%	
A Miracle Home Care	49.62%	54.85%	58.99%	64.24%	67.96%	70.68%	71.89%	72.88%	
Assisted Care by Black Stone of CIN	22.99%	20.91%	18.60%	14.83%	12.99%	11.85%	10.00%	9.68%	
Gabriels Angels Homecare, LLC	0	0	0	0	0	0	0	0.09%	
Heavenly Helpers	0	0	0.15%	0.21%	1.00%	0.80%	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	6.88%	6.16%	3.40%	4.22%	3.83%	2.15%	2.29%	2.76%	
Nova Home Care	0.72%	1.40%	1.87%	1.00%	0.46%	0.44%	1.20%	0.75%	
Prime Home Care, LLC	0.73%	0.79%	0.71%	0.72%	0.69%	0.64%	0.70%	0.68%	
Quality Care	2.74%	2.41%	1.29%	3.18%	2.12%	1.90%	1.33%	0.22%	
Senior Helpers of Dayton	0	0	0	0	0	0	0	0.03%	
SH of Southern Ohio LLC	14.05%	12.61%	14.19%	10.91%	9.78%	9.96%	9.24%	8.93%	
Superior Home Care, Inc.	2.03%	0.77%	0.81%	0.56%	0.68%	0.67%	0.56%	0.89%	
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	2023	2023	2023	2023	2024	2024	2024	Avg. Distinct Clients Served
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
A Best Home Care, Inc.	3	1	0	1	4	6	7	11	5
A Miracle Home Care	236	248	301	360	388	403	389	395	340
Assisted Care by Black Stone of CIN	104	98	84	67	61	51	40	42	68
Gabriels Angels Homecare, LLC	0	0	0	0	0	0	0	6	6
Heavenly Helpers	0	0	1	8	15	13	0	0	9
Interim HomeStyles of Greater Cincinnati, Inc.	37	33	26	21	18	11	16	17	22
Nova Home Care	7	11	11	11	11	10	10	8	10
Prime Home Care, LLC	2	2	2	2	2	2	2	3	2
Quality Care	22	18	9	17	17	15	13	9	15
Senior Helpers of Dayton	0	0	0	0	0	0	0	1	1
SH of Southern Ohio LLC	70	69	67	62	54	52	55	60	61
Superior Home Care, Inc.	19	8	7	7	6	7	6	12	9
Total Distinct Clients Served	500	488	508	556	576	570	538	564	56



Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	3,181	2,641	3,601	2,858	3,191	3,145	3,248	3,235	25,097
Total Billable Units	3,181	2,641	3,601	2,858	3,191	3,145	3,248	3,235	25,097

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,032	1,008	1,041	993	1,039	1,051	1,033	1,027	1,028
Total Distinct Clients Served	1,032	1,008	1,041	993	1,039	1,051	1,033	1,027	1,028



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	2,152	2,554	2,555	440	0	0	0	0	7,701
Mayerson JCC (Jewish Community Center)	981	1,138	1,485	1,741	1,823	1,756	1,780	1,637	12,341
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	3,752	3,345	3,510	3,616	14,223
Warren County Community Service	61,244	59,205	60,485	64,129	63,780	62,031	63,343	64,119	498,336
Total Billable Units	64,377	62,897	64,525	66,310	69,355	67,132	68,633	69,372	532,601

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	3.34%	4.06%	3.96%	0.66%	0	0	0	0	
Mayerson JCC (Jewish Community Center)	1.52%	1.81%	2.30%	2.63%	2.63%	2.62%	2.59%	2.36%	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	5.41%	4.98%	5.11%	5.21%	
Warren County Community Service	95.13%	94.13%	93.74%	96.71%	91.96%	92.40%	92.29%	92.43%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	36	51	48	26	0	0	0	0	40
Mayerson JCC (Jewish Community Center)	20	24	29	30	30	32	35	30	29
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	62	55	55	64	59
Warren County Community Service	955	941	959	1,011	977	996	988	1,019	981
Total Distinct Clients Served	1,011	1,016	1,036	1,067	1,069	1,083	1,078	1,113	353

Home Medical Equipment

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
American Ramp Systems	6	7	5	6	11	11	13	23	82
Bernens Medical	23	49	23	24	28	4	6	8	165
Home First	2	0	1	1	2	14	23	8	51
HomeCare Mattress Inc.	0	0	0	1	0	1	3	0	5
Janz Medical Supply	0	0	0	0	0	0	0	7	7
Mullaney's Pharmacy & Home Health Care	7	5	7	11	8	2	0	0	40
People Working Cooperatively, Inc.	4	3	3	2	0	0	0	0	12
Stateline Medical Equipment	0	1	6	7	6	10	9	30	69
Total Billable Units	42	65	45	52	55	42	54	76	431

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
American Ramp Systems	14.29%	10.77%	11.11%	11.54%	20.00%	26.19%	24.07%	30.26%	
Bernens Medical	54.76%	75.38%	51.11%	46.15%	50.91%	9.52%	11.11%	10.53%	
Home First	4.76%	0	2.22%	1.92%	3.64%	33.33%	42.59%	10.53%	
HomeCare Mattress Inc.	0	0	0	1.92%	0	2.38%	5.56%	0	
Janz Medical Supply	0	0	0	0	0	0	0	9.21%	
Mullaney's Pharmacy & Home Health Care	16.67%	7.69%	15.56%	21.15%	14.55%	4.76%	0	0	
People Working Cooperatively, Inc.	9.52%	4.62%	6.67%	3.85%	0	0	0	0	
Stateline Medical Equipment	0	1.54%	13.33%	13.46%	10.91%	23.81%	16.67%	39.47%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
American Ramp Systems	4	4	3	3	4	5	5	7	4
Bernens Medical	21	32	20	20	24	3	3	6	16
Home First	2	0	1	1	2	12	18	7	6
HomeCare Mattress Inc.	0	0	0	1	0	1	1	0	1
Janz Medical Supply	0	0	0	0	0	0	0	6	6
Mullaney's Pharmacy & Home Health Care	6	5	7	9	7	2	0	0	6
People Working Cooperatively, Inc.	1	1	1	1	0	0	0	0	1
Stateline Medical Equipment	0	1	6	5	5	10	9	14	7
Total Distinct Clients Served	34	43	38	40	42	33	36	40	7



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	3	2	5
Custom Home Elevator & Lift Co. Inc.	0	1	2	0	0	0	2	0	5
Home First	37	26	15	22	23	21	20	10	174
HomeCare Mattress Inc.	0	0	2	4	2	0	1	0	9
MedAdapt Ltd.	10	9	7	12	10	7	9	10	74
People Working Cooperatively, Inc.	0	0	1	1	1	0	0	0	3
Stateline Medical Equipment	3	8	6	5	5	5	3	2	37
Tri-State Maintenance	8	11	3	8	8	5	6	9	58
Total Billable Units	58	55	36	52	49	38	44	33	365

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	6.82%	6.06%	
Custom Home Elevator & Lift Co. Inc.	0	1.82%	5.56%	0	0	0	4.55%	0	
Home First	63.79%	47.27%	41.67%	42.31%	46.94%	55.26%	45.45%	30.30%	
HomeCare Mattress Inc.	0	0	5.56%	7.69%	4.08%	0	2.27%	0	
MedAdapt Ltd.	17.24%	16.36%	19.44%	23.08%	20.41%	18.42%	20.45%	30.30%	
People Working Cooperatively, Inc.	0	0	2.78%	1.92%	2.04%	0	0	0	
Stateline Medical Equipment	5.17%	14.55%	16.67%	9.62%	10.20%	13.16%	6.82%	6.06%	
Tri-State Maintenance	13.79%	20.00%	8.33%	15.38%	16.33%	13.16%	13.64%	27.27%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	3	2	3
Custom Home Elevator & Lift Co. Inc.	0	1	2	0	0	0	2	0	2
Home First	33	25	15	22	21	21	18	10	21
HomeCare Mattress Inc.	0	0	2	4	2	0	1	0	2
MedAdapt Ltd.	10	9	7	10	10	7	9	10	9
People Working Cooperatively, Inc.	0	0	1	1	1	0	0	0	1
Stateline Medical Equipment	3	8	6	5	5	5	3	2	5
Tri-State Maintenance	7	10	3	8	8	5	6	9	7
Total Distinct Clients Served	53	53	36	50	47	38	42	33	8



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	134	90	57	0	0	0	0	0	282
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	3	42	37	81
Partners in Prime	0	0	0	10	31	34	39	49	161
Total Billable Units	134	90	57	10	31	37	80	85	524

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	100.00%	100.00%	100.00%	2.56%	0	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	8.22%	52.02%	42.94%	
Partners in Prime	0	0	0	97.44%	100.00%	91.78%	47.98%	57.06%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	48	49	34	1	0	0	0	0	33
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	7	12	13	11
Partners in Prime	0	0	0	8	16	12	12	13	12
Total Distinct Clients Served	48	49	34	9	16	19	24	26	19



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Home First	2	7	2	5	4	5	0	3	28
Total Billable Units	2	7	2	5	4	5	0	3	28

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

Distinct Clients Served									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Home First	2	7	2	5	4	5	0	3	4
Total Distinct Clients Served	2	7	2	5	4	5	0	3	4



Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	7	2	0	0	0	0	0	0	9
Milts Termite & Pest Control	7	14	21	16	6	11	9	5	89
Total Billable Units	14	16	21	16	6	11	9	5	98

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
All Gone Termite & Pest Control, Inc.	50.00%	12.50%	0	0	0	0	0	0	
Milts Termite & Pest Control	50.00%	87.50%	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									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	3	1	0	0	0	0	0	0	2
Milts Termite & Pest Control	3	7	9	7	5	5	4	3	5
Total Distinct Clients Served	6	8	9	7	5	5	4	3	5



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Total Billable Units
Central Connections	71	85	84	4	0	0	0	0	244
Meda-Care Transportation, Inc.	180	161	139	209	255	294	302	257	1,797
Universal Transportation Systems	36	27	14	6	19	2	0	0	104
Valley Transport LLC	111	266	238	318	222	312	384	380	2,231
Warren County Community Service	785	966	1,062	1,100	1,086	1,139	1,045	1,084	8,267
Total Billable Units	1,183	1,505	1,537	1,637	1,582	1,747	1,731	1,721	12,643

Market Share									
Provider Name	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	
Central Connections	6.00%	5.65%	5.47%	0.24%	0	0	0	0	
Meda-Care Transportation, Inc.	15.22%	10.70%	9.04%	12.77%	16.12%	16.83%	17.45%	14.93%	
Universal Transportation Systems	3.04%	1.79%	0.91%	0.37%	1.20%	0.11%	0	0	
Valley Transport LLC	9.38%	17.67%	15.48%	19.43%	14.03%	17.86%	22.18%	22.08%	
Warren County Community Service	66.36%	64.19%	69.10%	67.20%	68.65%	65.20%	60.37%	62.99%	
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 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	Avg. Distinct Clients Served
Central Connections	7	5	4	1	0	0	0	0	4
Meda-Care Transportation, Inc.	21	23	19	22	31	34	28	36	27
Universal Transportation Systems	9	7	3	1	7	1	0	0	5
Valley Transport LLC	19	18	23	29	18	20	18	33	22
Warren County Community Service	84	91	100	104	111	113	112	118	104
Total Distinct Clients Served	140	144	149	157	167	168	158	187	37



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	1	2	1	1	0	2	1	5
A Miracle Home Care	90	87	113	131	158	167	196	181
Assisted Care by Black Stone of CIN	39	50	41	31	25	34	23	20
Heavenly Helpers	0	0	0	0	3	11	1	0
Helping Hands Private Duty Homecare	2	1	0	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	13	14	11	8	7	4	4	6
Nova Home Care	6	1	8	4	3	3	3	6
Prime Home Care, LLC	0	0	1	1	0	2	0	2
Quality Care	7	11	7	11	4	9	6	5
SH of Southern Ohio LLC	19	28	28	28	19	38	28	25
Superior Home Care, Inc.	5	3	3	3	3	2	3	6

Home Delivered Meals								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	14	15	13	7	0	0	0	0
Mayerson JCC (Jewish Community Center)	9	4	12	9	11	7	14	10
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	1	22	23	26	17
Warren County Community Service	301	290	384	380	333	408	377	432

Medical Transportation								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	5	4	10	0	0	0	0	0
Kemper Shuttle Services	0	1	1	0	0	0	0	0
Meda-Care Transportation, Inc.	27	23	17	17	23	19	26	26
Universal Transportation Systems	7	9	4	6	2	1	0	0
Valley Transport LLC	11	6	16	9	20	15	17	16
Warren County Community Service	70	52	72	83	65	87	81	70



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	60.0%	0.0%	90.0%	No Data	100.0%	0.0%	100.0%
A Miracle Home Care	87.1%	95.3%	94.7%	96.7%	97.0%	95.6%	94.8%	97.5%
Assisted Care by Black Stone of CIN	85.7%	86.7%	87.5%	89.0%	95.8%	92.5%	96.5%	96.2%
Heavenly Helpers	No Data	No Data	No Data	No Data	93.3%	95.3%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.7%	98.3%	99.1%	98.6%	100.0%	90.0%	100.0%	100.0%
Nova Home Care	86.7%	70.0%	80.0%	72.5%	25.0%	71.7%	100.0%	82.0%
Prime Home Care, LLC	No Data	No Data	50.0%	100.0%	No Data	100.0%	No Data	90.0%
Quality Care	80.0%	84.0%	63.5%	85.9%	97.5%	86.5%	88.3%	75.5%
SH of Southern Ohio LLC	94.3%	94.0%	99.0%	98.0%	96.3%	96.9%	94.7%	94.4%
Superior Home Care, Inc.	96.7%	96.7%	95.0%	100.0%	100.0%	85.0%	96.7%	85.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	79.7%	96.7%	96.5%	96.9%	97.5%	97.8%	94.1%	97.5%
Assisted Care by Black Stone of CIN	75.0%	80.0%	83.9%	87.5%	93.3%	87.5%	93.8%	94.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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%	No Data	75.0%	75.0%	50.0%	50.0%	100.0%	83.3%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	85.7%	80.0%	80.0%	100.0%	100.0%	100.0%	80.0%
SH of Southern Ohio LLC	86.7%	95.5%	100.0%	100.0%	88.2%	100.0%	91.7%	90.5%
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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	76.6%	95.2%	96.6%	96.6%	99.2%	95.9%	94.1%	96.4%
Assisted Care by Black Stone of CIN	70.0%	79.5%	79.3%	82.6%	94.4%	86.4%	88.9%	94.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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	83.3%	No Data	75.0%	25.0%	66.7%	33.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	83.3%	87.5%	100.0%	87.5%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	94.7%	93.8%	92.6%	88.5%	89.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%

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



Provider Quality Report: Satisfaction Metrics¹

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%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	84.3%	88.4%	91.0%	88.1%	96.1%	92.5%	89.2%	96.7%
Assisted Care by Black Stone of CIN	87.2%	79.6%	89.7%	90.0%	100.0%	90.3%	100.0%	89.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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	50.0%	100.0%	37.5%	75.0%	No Data	66.7%	100.0%	33.3%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	71.4%	60.0%	57.1%	72.7%	100.0%	66.7%	83.3%	40.0%
SH of Southern Ohio LLC	100.0%	96.4%	100.0%	100.0%	100.0%	97.0%	96.4%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.9%	100.0%	99.1%	99.2%	98.7%	98.8%	99.0%	98.9%
Assisted Care by Black Stone of CIN	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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%	66.7%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	100.0%	85.7%	100.0%	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%	95.8%
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%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.8%	98.8%	98.2%	99.2%	97.4%	97.0%	97.9%	98.9%
Assisted Care by Black Stone of CIN	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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%	75.0%	66.7%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	71.4%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%
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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	94.4%	100.0%	99.1%	98.4%	96.1%	95.7%	96.4%	97.8%
Assisted Care by Black Stone of CIN	97.4%	100.0%	97.4%	96.7%	100.0%	100.0%	100.0%	95.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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%	75.0%	No Data	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	96.4%	96.4%	92.9%	100.0%	100.0%	100.0%	95.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	92.0%	96.5%	99.1%	99.2%	96.1%	96.9%	97.9%	97.8%
Assisted Care by Black Stone of CIN	97.4%	100.0%	97.4%	96.6%	100.0%	100.0%	95.2%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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%	No Data	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	100.0%	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%
SH of Southern Ohio LLC	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%
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	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	76.1%	85.5%	77.9%	95.1%	94.6%	95.5%	91.5%	97.4%
Assisted Care by Black Stone of CIN	50.0%	58.3%	55.2%	63.6%	77.8%	76.9%	86.7%	94.1%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	66.7%	83.3%	100.0%	85.7%	100.0%	No Data	100.0%	100.0%
Nova Home Care	83.3%	No Data	62.5%	50.0%	No Data	33.3%	100.0%	83.3%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	42.9%	44.4%	No Data	37.5%	75.0%	66.7%	50.0%	20.0%
SH of Southern Ohio LLC	66.7%	73.3%	93.8%	100.0%	92.3%	85.2%	81.0%	93.3%
Superior Home Care, Inc.	66.7%	66.7%	50.0%	100.0%	100.0%	No Data	66.7%	40.0%

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

Is your aide dependable?								
Historical Average: 89.6%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	86.2%	95.3%	92.8%	96.0%	96.1%	92.7%	92.7%	97.2%
Assisted Care by Black Stone of CIN	92.3%	82.0%	89.7%	90.0%	96.0%	93.8%	100.0%	94.7%
Heavenly Helpers	No Data	No Data	No Data	No Data	66.7%	90.9%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	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	66.7%	100.0%	62.5%	75.0%	No Data	66.7%	100.0%	40.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	70.0%	42.9%	90.9%	100.0%	77.8%	66.7%	40.0%
SH of Southern Ohio LLC	94.7%	92.9%	100.0%	96.4%	94.7%	100.0%	96.4%	95.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	50.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%
A Miracle Home Care	85.4%	96.5%	96.4%	98.4%	98.0%	93.3%	94.8%	96.1%
Assisted Care by Black Stone of CIN	92.3%	88.0%	87.2%	90.0%	96.0%	90.6%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	90.9%	No Data	No Data
Helping Hands Private Duty Homecare	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	83.3%	100.0%	87.5%	75.0%	No Data	66.7%	100.0%	80.0%
Prime Home Care, LLC	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	85.7%	80.0%	28.6%	90.0%	100.0%	88.9%	83.3%	75.0%
SH of Southern Ohio LLC	100.0%	89.3%	100.0%	96.3%	94.4%	93.9%	92.9%	95.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 Delivered Meals SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	83.6%	88.2%	85.5%	67.9%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	96.9%	100.0%	98.6%	100.0%	87.5%	98.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	95.7%	96.7%	99.0%	98.5%
Warren County Community Service	98.7%	98.6%	99.1%	99.2%	99.1%	99.0%	99.6%	99.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	88.9%	90.0%	85.7%	57.1%	No Data	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	100.0%	94.4%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	100.0%	100.0%	99.7%	100.0%	99.5%	100.0%	99.2%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	71.4%	86.7%	69.2%	71.4%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	92.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	90.9%	91.3%	96.2%	100.0%
Warren County Community Service	97.3%	96.9%	97.9%	99.2%	97.3%	98.0%	98.7%	98.4%

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

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	85.7%	90.0%	85.7%	42.9%	No Data	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	100.0%	94.4%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	99.6%	100.0%	99.7%	100.0%	99.5%	99.7%	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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	92.3%	100.0%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.3%	99.0%	99.7%	99.4%	99.5%	100.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	64.3%	80.0%	69.2%	57.1%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	88.9%	100.0%	71.4%	92.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	95.5%	91.3%	96.2%	88.2%
Warren County Community Service	96.3%	95.8%	97.4%	96.8%	96.7%	96.8%	98.7%	99.1%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	91.7%	85.7%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	75.0%	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	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.0%	98.3%	99.0%	98.4%	100.0%	99.8%	100.0%	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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	75.0%	80.0%	90.0%	57.1%	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	95.2%	90.9%	100.0%	100.0%
Warren County Community Service	98.3%	99.3%	99.7%	99.7%	99.1%	99.5%	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

Medical Transportation SASI Scores

Overall Percentage								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	90.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.5%	94.2%	100.0%	99.3%	98.6%	100.0%	98.5%	96.8%
Universal Transportation Systems	87.1%	75.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	95.5%	95.0%	99.4%	97.8%	94.1%	89.2%	94.3%	100.0%
Warren County Community Service	100.0%	99.8%	99.7%	99.6%	99.8%	99.8%	100.0%	99.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.2%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%
Universal Transportation Systems	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	81.8%	83.3%	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	97.2%	100.0%	98.8%	100.0%	98.5%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2023	2023	2023	2023	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	92.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%
Universal Transportation Systems	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	88.9%	88.2%	85.7%	100.0%	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.



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	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 2.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%
Universal Transportation Systems	85.7%	77.8%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	88.9%	100.0%	92.9%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2022	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	95.0%	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%
Universal Transportation Systems	85.7%	88.9%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%
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	2023	2023	2023	2023	2024	2024	2024
½ Historical Standard Deviation: 2.2%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	95.2%	100.0%	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%	No Data	No Data
Valley Transport LLC	100.0%	83.3%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.2%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%
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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.2%	95.2%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	85.7%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	90.9%	83.3%	93.8%	100.0%	94.1%	84.6%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	98.5%	100.0%	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	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	91.7%
Universal Transportation Systems	71.4%	44.4%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	90.9%	100.0%	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	98.5%	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

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

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
2022	2023	2023	2023	2023	2024	2024	2024	2024
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	92.3%	95.2%	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%
Universal Transportation Systems	71.4%	55.6%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

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 24,383 SASIs collected over a two year period from October 1st, 2022 through September 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