



Warren County



Provider Quality Report

Quarter 4, 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 |
| Arrow Heating Cooling and Home Maintenance | Environmental – Chore | 11/1/2024 |
| 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 |

| 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 | | | | | | | | | |
|-------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Otterbein Lebanon Adult Day Service | 224 | 267 | 419 | 293 | 219 | 184 | 588 | 439 | 2,632 |
| Total Billable Units | 224 | 267 | 419 | 293 | 219 | 184 | 588 | 439 | 2,632 |

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

| Distinct Clients Served | | | | | | | | | |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Otterbein Lebanon Adult Day Service | 11 | 17 | 17 | 19 | 17 | 15 | 25 | 21 | 18 |
| Total Distinct Clients Served | 11 | 17 | 17 | 19 | 17 | 15 | 25 | 21 | 18 |



Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

| Billable Units | | | | | | | | | |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Palco, Inc. | 9,970 | 8,207 | 9,231 | 8,751 | 6,527 | 8,357 | 6,309 | 5,715 | 63,067 |
| Total Billable Units | 9,970 | 8,207 | 9,231 | 8,751 | 6,527 | 8,357 | 6,309 | 5,715 | 63,067 |

| Market Share | | | | | | | | |
|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Palco, Inc. | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--------------------------------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Palco, Inc. | 110 | 116 | 115 | 96 | 92 | 85 | 74 | 65 | 94 |
| Total Distinct Clients Served | 110 | 116 | 115 | 96 | 92 | 85 | 74 | 65 | 94 |



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

| Distinct Clients Served | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| A Best Home Care, Inc. | 1 | 0 | 1 | 4 | 6 | 7 | 11 | 17 | 7 |
| A Miracle Home Care | 248 | 301 | 360 | 388 | 403 | 389 | 395 | 435 | 365 |
| Assisted Care by Black Stone of CIN | 98 | 84 | 67 | 61 | 51 | 40 | 42 | 40 | 60 |
| Gabriels Angels Homecare, LLC | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 4 |
| Heavenly Helpers | 0 | 1 | 8 | 15 | 13 | 0 | 0 | 0 | 9 |
| Interim HomeStyles of Greater Cincinnati, Inc. | 33 | 26 | 21 | 18 | 11 | 16 | 17 | 17 | 20 |
| Nova Home Care | 11 | 11 | 11 | 11 | 10 | 10 | 8 | 10 | 10 |
| Prime Home Care, LLC | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 |
| Quality Care | 18 | 9 | 17 | 17 | 15 | 13 | 9 | 12 | 14 |
| Senior Helpers of Dayton | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| SH of Southern Ohio LLC | 69 | 67 | 62 | 54 | 52 | 55 | 60 | 56 | 59 |
| Superior Home Care, Inc. | 8 | 7 | 7 | 6 | 7 | 6 | 12 | 13 | 8 |
| Total Distinct Clients Served | 488 | 508 | 556 | 576 | 570 | 538 | 564 | 605 | 56 |



Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

| Billable Units | | | | | | | | | |
|-----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Guardian Medical Monitoring, Inc. | 2,641 | 3,601 | 2,858 | 3,191 | 3,145 | 3,248 | 3,235 | 2,916 | 24,832 |
| Total Billable Units | 2,641 | 3,601 | 2,858 | 3,191 | 3,145 | 3,248 | 3,235 | 2,916 | 24,832 |

| Market Share | | | | | | | | |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Guardian Medical Monitoring, Inc. | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

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



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

| Billable Units | | | | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Central Connections | 2,554 | 2,555 | 440 | 0 | 0 | 0 | 0 | 0 | 5,549 |
| Mayerson JCC (Jewish Community Center) | 1,138 | 1,485 | 1,741 | 1,823 | 1,756 | 1,780 | 1,637 | 1,419 | 12,779 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 3,752 | 3,345 | 3,510 | 3,616 | 3,885 | 18,108 |
| Warren County Community Service | 59,205 | 60,485 | 64,129 | 63,780 | 62,031 | 63,343 | 64,119 | 69,514 | 506,606 |
| Total Billable Units | 62,897 | 64,525 | 66,310 | 69,355 | 67,132 | 68,633 | 69,372 | 74,818 | 543,042 |

| Market Share | | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Central Connections | 4.06% | 3.96% | 0.66% | 0 | 0 | 0 | 0 | 0 | |
| Mayerson JCC (Jewish Community Center) | 1.81% | 2.30% | 2.63% | 2.63% | 2.62% | 2.59% | 2.36% | 1.90% | |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 5.41% | 4.98% | 5.11% | 5.21% | 5.19% | |
| Warren County Community Service | 94.13% | 93.74% | 96.71% | 91.96% | 92.40% | 92.29% | 92.43% | 92.91% | |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Central Connections | 51 | 48 | 26 | 0 | 0 | 0 | 0 | 0 | 42 |
| Mayerson JCC (Jewish Community Center) | 24 | 29 | 30 | 30 | 32 | 35 | 30 | 26 | 30 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 62 | 55 | 55 | 64 | 60 | 59 |
| Warren County Community Service | 941 | 959 | 1,011 | 977 | 996 | 988 | 1,019 | 1,021 | 989 |
| Total Distinct Clients Served | 1,016 | 1,036 | 1,067 | 1,069 | 1,083 | 1,078 | 1,113 | 1,107 | 357 |



Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

| Billable Units | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| American Ramp Systems | 7 | 5 | 6 | 11 | 11 | 13 | 23 | 11 | 87 |
| Bernens Medical | 49 | 23 | 24 | 28 | 4 | 6 | 8 | 5 | 147 |
| Home First | 0 | 1 | 1 | 2 | 14 | 23 | 8 | 5 | 54 |
| HomeCare Mattress Inc. | 0 | 0 | 1 | 0 | 1 | 3 | 0 | 0 | 5 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 5 | 12 |
| Mullaney's Pharmacy & Home Health Care | 5 | 7 | 11 | 8 | 2 | 0 | 0 | 0 | 33 |
| People Working Cooperatively, Inc. | 3 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 8 |
| Stateline Medical Equipment | 1 | 6 | 7 | 6 | 10 | 9 | 30 | 6 | 75 |
| Total Billable Units | 65 | 45 | 52 | 55 | 42 | 54 | 76 | 32 | 421 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| American Ramp Systems | 10.77% | 11.11% | 11.54% | 20.00% | 26.19% | 24.07% | 30.26% | 34.38% |
| Bernens Medical | 75.38% | 51.11% | 46.15% | 50.91% | 9.52% | 11.11% | 10.53% | 15.63% |
| Home First | 0 | 2.22% | 1.92% | 3.64% | 33.33% | 42.59% | 10.53% | 15.63% |
| HomeCare Mattress Inc. | 0 | 0 | 1.92% | 0 | 2.38% | 5.56% | 0 | 0 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 0 | 9.21% | 15.63% |
| Mullaney's Pharmacy & Home Health Care | 7.69% | 15.56% | 21.15% | 14.55% | 4.76% | 0 | 0 | 0 |
| People Working Cooperatively, Inc. | 4.62% | 6.67% | 3.85% | 0 | 0 | 0 | 0 | 0 |
| Stateline Medical Equipment | 1.54% | 13.33% | 13.46% | 10.91% | 23.81% | 16.67% | 39.47% | 18.75% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| American Ramp Systems | 4 | 3 | 3 | 4 | 5 | 5 | 7 | 4 | 4 |
| Bernens Medical | 32 | 20 | 20 | 24 | 3 | 3 | 6 | 3 | 14 |
| Home First | 0 | 1 | 1 | 2 | 12 | 18 | 7 | 4 | 6 |
| HomeCare Mattress Inc. | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 1 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 3 | 5 |
| Mullaney's Pharmacy & Home Health Care | 5 | 7 | 9 | 7 | 2 | 0 | 0 | 0 | 6 |
| People Working Cooperatively, Inc. | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Stateline Medical Equipment | 1 | 6 | 5 | 5 | 10 | 9 | 14 | 4 | 7 |
| Total Distinct Clients Served | 43 | 38 | 40 | 42 | 33 | 36 | 40 | 18 | 7 |



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

| Billable Units | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 | 8 |
| Custom Home Elevator & Lift Co. Inc. | 1 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 6 |
| Home First | 26 | 15 | 22 | 23 | 21 | 20 | 10 | 14 | 151 |
| HomeCare Mattress Inc. | 0 | 2 | 4 | 2 | 0 | 1 | 0 | 0 | 9 |
| MedAdapt Ltd. | 9 | 7 | 12 | 10 | 7 | 9 | 10 | 7 | 71 |
| People Working Cooperatively, Inc. | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 |
| Stateline Medical Equipment | 8 | 6 | 5 | 5 | 5 | 3 | 2 | 4 | 38 |
| Tri-State Maintenance | 11 | 3 | 8 | 8 | 5 | 6 | 9 | 5 | 55 |
| Total Billable Units | 55 | 36 | 52 | 49 | 38 | 44 | 33 | 34 | 341 |

| Market Share | | | | | | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 0 | 0 | 0 | 6.82% | 6.06% | 8.82% |
| Custom Home Elevator & Lift Co. Inc. | 1.82% | 5.56% | 0 | 0 | 0 | 4.55% | 0 | 2.94% |
| Home First | 47.27% | 41.67% | 42.31% | 46.94% | 55.26% | 45.45% | 30.30% | 41.18% |
| HomeCare Mattress Inc. | 0 | 5.56% | 7.69% | 4.08% | 0 | 2.27% | 0 | 0 |
| MedAdapt Ltd. | 16.36% | 19.44% | 23.08% | 20.41% | 18.42% | 20.45% | 30.30% | 20.59% |
| People Working Cooperatively, Inc. | 0 | 2.78% | 1.92% | 2.04% | 0 | 0 | 0 | 0 |
| Stateline Medical Equipment | 14.55% | 16.67% | 9.62% | 10.20% | 13.16% | 6.82% | 6.06% | 11.76% |
| Tri-State Maintenance | 20.00% | 8.33% | 15.38% | 16.33% | 13.16% | 13.64% | 27.27% | 14.71% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 | 3 |
| Custom Home Elevator & Lift Co. Inc. | 1 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 2 |
| Home First | 25 | 15 | 22 | 21 | 21 | 18 | 10 | 14 | 18 |
| HomeCare Mattress Inc. | 0 | 2 | 4 | 2 | 0 | 1 | 0 | 0 | 2 |
| MedAdapt Ltd. | 9 | 7 | 10 | 10 | 7 | 9 | 10 | 7 | 9 |
| People Working Cooperatively, Inc. | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| Stateline Medical Equipment | 8 | 6 | 5 | 5 | 5 | 3 | 2 | 4 | 5 |
| Tri-State Maintenance | 10 | 3 | 8 | 8 | 5 | 6 | 9 | 5 | 7 |
| Total Distinct Clients Served | 53 | 36 | 50 | 47 | 38 | 42 | 33 | 34 | 7 |



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

| Billable Units | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|----------------------|
| | 2023 | | 2023 | | 2024 | | 2024 | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Central Connections | 90 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 148 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 0 | 3 | 42 | 37 | 43 | 124 |
| Partners in Prime | 0 | 0 | 10 | 31 | 34 | 39 | 49 | 57 | 218 |
| Total Billable Units | 90 | 57 | 10 | 31 | 37 | 80 | 85 | 100 | 490 |

| Market Share | | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | | 2023 | | 2024 | | 2024 | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Central Connections | 100.00% | 100.00% | 2.56% | 0 | 0 | 0 | 0 | 0 | |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 0 | 8.22% | 52.02% | 42.94% | 42.75% | |
| Partners in Prime | 0 | 0 | 97.44% | 100.00% | 91.78% | 47.98% | 57.06% | 57.25% | |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
| | 2023 | | 2023 | | 2024 | | 2024 | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Central Connections | 49 | 34 | 1 | 0 | 0 | 0 | 0 | 0 | 28 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 0 | 0 | 7 | 12 | 13 | 18 | 13 |
| Partners in Prime | 0 | 0 | 8 | 16 | 12 | 12 | 13 | 13 | 12 |
| Total Distinct Clients Served | 49 | 34 | 9 | 16 | 19 | 24 | 26 | 31 | 16 |



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

| Billable Units | | | | | | | | | |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Home First | 7 | 2 | 5 | 4 | 5 | 0 | 3 | 3 | 29 |
| Total Billable Units | 7 | 2 | 5 | 4 | 5 | 0 | 3 | 3 | 29 |

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

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



Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

| Billable Units | | | | | | | | | |
|---------------------------------------|-----------|-----------|-----------|----------|-----------|----------|----------|-----------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| All Gone Termite & Pest Control, Inc. | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Milts Termite & Pest Control | 14 | 21 | 16 | 6 | 11 | 9 | 5 | 13 | 95 |
| Total Billable Units | 16 | 21 | 16 | 6 | 11 | 9 | 5 | 13 | 97 |

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



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

| Billable Units | | | | | | | | | |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Total Billable Units |
| Central Connections | 85 | 84 | 4 | 0 | 0 | 0 | 0 | 0 | 173 |
| Meda-Care Transportation, Inc. | 161 | 139 | 209 | 255 | 294 | 302 | 257 | 254 | 1,871 |
| Universal Transportation Systems | 27 | 14 | 6 | 19 | 2 | 0 | 0 | 0 | 68 |
| Valley Transport LLC | 266 | 238 | 318 | 222 | 312 | 384 | 380 | 326 | 2,446 |
| Warren County Community Service | 966 | 1,062 | 1,100 | 1,086 | 1,139 | 1,045 | 1,084 | 1,073 | 8,555 |
| Total Billable Units | 1,505 | 1,537 | 1,637 | 1,582 | 1,747 | 1,731 | 1,721 | 1,653 | 13,113 |

| Market Share | | | | | | | | |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 5.65% | 5.47% | 0.24% | 0 | 0 | 0 | 0 | 0 |
| Meda-Care Transportation, Inc. | 10.70% | 9.04% | 12.77% | 16.12% | 16.83% | 17.45% | 14.93% | 15.37% |
| Universal Transportation Systems | 1.79% | 0.91% | 0.37% | 1.20% | 0.11% | 0 | 0 | 0 |
| Valley Transport LLC | 17.67% | 15.48% | 19.43% | 14.03% | 17.86% | 22.18% | 22.08% | 19.72% |
| Warren County Community Service | 64.19% | 69.10% | 67.20% | 68.65% | 65.20% | 60.37% | 62.99% | 64.91% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Avg. Distinct Clients Served |
| Central Connections | 5 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| Meda-Care Transportation, Inc. | 23 | 19 | 22 | 31 | 34 | 28 | 36 | 36 | 29 |
| Universal Transportation Systems | 7 | 3 | 1 | 7 | 1 | 0 | 0 | 0 | 4 |
| Valley Transport LLC | 18 | 23 | 29 | 18 | 20 | 18 | 33 | 33 | 24 |
| Warren County Community Service | 91 | 100 | 104 | 111 | 113 | 112 | 118 | 109 | 107 |
| Total Distinct Clients Served | 144 | 149 | 157 | 167 | 168 | 158 | 187 | 178 | 41 |



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

| Home Care Assistance | | | | | | | | |
|--|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| A Best Home Care, Inc. | 2 | 1 | 1 | 0 | 2 | 1 | 5 | 1 |
| A Miracle Home Care | 87 | 113 | 131 | 158 | 167 | 197 | 181 | 179 |
| Assisted Care by Black Stone of CIN | 50 | 41 | 31 | 25 | 34 | 23 | 20 | 21 |
| Heavenly Helpers | 0 | 0 | 0 | 3 | 11 | 1 | 0 | 0 |
| Helping Hands Private Duty Homecare | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interim HomeStyles of Greater Cincinnati, Inc. | 14 | 11 | 8 | 7 | 4 | 4 | 6 | 7 |
| Nova Home Care | 1 | 8 | 4 | 3 | 3 | 3 | 6 | 4 |
| Prime Home Care, LLC | 0 | 1 | 1 | 0 | 2 | 0 | 2 | 2 |
| Quality Care | 11 | 7 | 11 | 4 | 9 | 6 | 5 | 3 |
| Senior Helpers of Dayton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SH of Southern Ohio LLC | 28 | 28 | 28 | 19 | 38 | 28 | 25 | 24 |
| Superior Home Care, Inc. | 3 | 3 | 3 | 3 | 2 | 3 | 6 | 7 |

| Home Delivered Meals | | | | | | | | |
|--|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 15 | 13 | 7 | 0 | 0 | 0 | 0 | 0 |
| Mayerson JCC (Jewish Community Center) | 4 | 12 | 9 | 11 | 7 | 14 | 10 | 13 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 0 | 0 | 1 | 22 | 23 | 26 | 17 | 26 |
| Warren County Community Service | 290 | 384 | 380 | 333 | 408 | 377 | 433 | 428 |

| Medical Transportation | | | | | | | | |
|----------------------------------|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 4 | 10 | 0 | 0 | 0 | 0 | 0 | 0 |
| Kemper Shuttle Services | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Meda-Care Transportation, Inc. | 23 | 17 | 17 | 23 | 19 | 26 | 26 | 29 |
| Universal Transportation Systems | 9 | 4 | 6 | 2 | 1 | 0 | 0 | 0 |
| Valley Transport LLC | 6 | 16 | 9 | 20 | 15 | 17 | 16 | 19 |
| Warren County Community Service | 52 | 72 | 83 | 65 | 87 | 81 | 70 | 80 |



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

| Overall Percentage | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| A Best Home Care, Inc. | 60.0% | 0.0% | 90.0% | No Data | 100.0% | 0.0% | 100.0% | 100.0% |
| A Miracle Home Care | 95.3% | 94.7% | 96.7% | 97.0% | 95.6% | 94.8% | 97.5% | 97.9% |
| Assisted Care by Black Stone of CIN | 86.7% | 87.5% | 89.0% | 95.8% | 92.5% | 96.5% | 96.2% | 99.5% |
| Heavenly Helpers | No Data | No Data | No Data | 93.3% | 95.3% | 0.0% | No Data | No Data |
| Helping Hands Private Duty Homecare | 0.0% | No Data | No Data | No Data | No Data | No Data | No Data | No Data |
| Interim HomeStyles of Greater Cincinnati, Inc. | 98.3% | 99.1% | 98.6% | 100.0% | 90.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 70.0% | 80.0% | 72.5% | 25.0% | 71.7% | 100.0% | 82.0% | 100.0% |
| Prime Home Care, LLC | No Data | 50.0% | 100.0% | No Data | 100.0% | No Data | 90.0% | 90.0% |
| Quality Care | 84.0% | 63.5% | 85.9% | 97.5% | 86.5% | 88.3% | 75.5% | 85.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 94.0% | 99.0% | 98.0% | 96.3% | 96.9% | 94.7% | 94.4% | 93.0% |
| Superior Home Care, Inc. | 96.7% | 95.0% | 100.0% | 100.0% | 85.0% | 96.7% | 85.7% | 97.1% |

| Are the people at [HCA Service Provider] responsive? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 90.2% | | | | | | | | |
| ½ Historical Standard Deviation: 5.4% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 96.7% | 96.5% | 96.9% | 97.5% | 97.8% | 94.1% | 97.5% | 98.8% |
| Assisted Care by Black Stone of CIN | 80.0% | 83.9% | 87.5% | 93.3% | 87.5% | 93.8% | 94.4% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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 | No Data | 75.0% | 75.0% | 50.0% | 50.0% | 100.0% | 83.3% | 100.0% |
| Prime Home Care, LLC | No Data | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 85.7% | 80.0% | 80.0% | 100.0% | 100.0% | 100.0% | 80.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 95.5% | 100.0% | 100.0% | 88.2% | 100.0% | 91.7% | 90.5% | 85.7% |
| 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% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 95.2% | 96.6% | 96.6% | 99.2% | 95.9% | 94.1% | 96.4% | 98.2% |
| Assisted Care by Black Stone of CIN | 79.5% | 79.3% | 82.6% | 94.4% | 86.4% | 88.9% | 94.4% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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 | No Data | 75.0% | 25.0% | 66.7% | 33.3% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | No Data | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 100.0% | 83.3% | 87.5% | 100.0% | 87.5% | 100.0% | 100.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 94.7% | 93.8% | 92.6% | 88.5% | 89.5% | 90.5% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 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 | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | No Data | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 88.4% | 91.0% | 88.1% | 96.1% | 92.5% | 89.2% | 96.7% | 96.6% |
| Assisted Care by Black Stone of CIN | 79.6% | 89.7% | 90.0% | 100.0% | 90.3% | 100.0% | 89.5% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 66.7% | 90.9% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | 37.5% | 75.0% | No Data | 66.7% | 100.0% | 33.3% | 100.0% |
| Prime Home Care, LLC | No Data | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 60.0% | 57.1% | 72.7% | 100.0% | 66.7% | 83.3% | 40.0% | 50.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 96.4% | 100.0% | 100.0% | 100.0% | 97.0% | 96.4% | 95.7% | 91.7% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% |

| Do you like the way your aide treats you? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 97.0% | | | | | | | | |
| ½ Historical Standard Deviation: 2.7% | | | | | | | | |
| Provider Name | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 100.0% | 99.1% | 99.2% | 98.7% | 98.8% | 99.0% | 98.9% | 99.4% |
| Assisted Care by Black Stone of CIN | 100.0% | 97.4% | 96.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | No Data | 100.0% | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 100.0% | 85.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.8% | 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 | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 98.8% | 98.2% | 99.2% | 97.4% | 97.0% | 97.9% | 98.9% | 98.9% |
| Assisted Care by Black Stone of CIN | 100.0% | 97.4% | 96.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | 75.0% | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | No Data | 100.0% | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 100.0% | 85.7% | 100.0% | 100.0% | 88.9% | 100.0% | 100.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 96.4% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.8% | 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 | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 100.0% | 99.1% | 98.4% | 96.1% | 95.7% | 96.4% | 97.8% | 97.2% |
| Assisted Care by Black Stone of CIN | 100.0% | 97.4% | 96.7% | 100.0% | 100.0% | 100.0% | 95.0% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | 75.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | No Data | 100.0% | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 100.0% | 85.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 96.4% | 96.4% | 92.9% | 100.0% | 100.0% | 100.0% | 95.8% | 100.0% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% | 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 | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 96.5% | 99.1% | 99.2% | 96.1% | 96.9% | 97.9% | 97.8% | 98.3% |
| Assisted Care by Black Stone of CIN | 100.0% | 97.4% | 96.6% | 100.0% | 100.0% | 95.2% | 100.0% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 100.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | No Data | 100.0% | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 100.0% | 85.7% | 100.0% | 100.0% | 88.9% | 100.0% | 100.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.8% | 100.0% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 85.7% |

| If your aide is not available, are you offered another aide? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 90.3% | | | | | | | | |
| ½ Historical Standard Deviation: 6.0% | | | | | | | | |
| Provider Name | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | No Data | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 85.5% | 77.9% | 95.1% | 94.6% | 95.5% | 91.6% | 97.4% | 97.4% |
| Assisted Care by Black Stone of CIN | 58.3% | 55.2% | 63.6% | 77.8% | 76.9% | 86.7% | 94.1% | 94.7% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 80.0% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | No Data | No Data | No Data | No Data | No Data | No Data | No Data |
| Interim HomeStyles of Greater Cincinnati, Inc. | 83.3% | 100.0% | 85.7% | 100.0% | No Data | 100.0% | 100.0% | 100.0% |
| Nova Home Care | No Data | 62.5% | 50.0% | No Data | 33.3% | 100.0% | 83.3% | 100.0% |
| Prime Home Care, LLC | No Data | No Data | 100.0% | No Data | 100.0% | No Data | No Data | No Data |
| Quality Care | 44.4% | No Data | 37.5% | 75.0% | 66.7% | 50.0% | 20.0% | 50.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 73.3% | 93.8% | 100.0% | 92.3% | 85.2% | 81.0% | 93.3% | 78.9% |
| Superior Home Care, Inc. | 66.7% | 50.0% | 100.0% | 100.0% | No Data | 66.7% | 40.0% | 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

| Is your aide dependable? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 89.6% | | | | | | | | |
| ½ Historical Standard Deviation: 6.4% | | | | | | | | |
| Provider Name | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 95.3% | 92.8% | 96.0% | 96.1% | 92.7% | 92.8% | 97.2% | 97.2% |
| Assisted Care by Black Stone of CIN | 82.0% | 89.7% | 90.0% | 96.0% | 93.8% | 100.0% | 94.7% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 66.7% | 90.9% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | 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% | 62.5% | 75.0% | No Data | 66.7% | 100.0% | 40.0% | 100.0% |
| Prime Home Care, LLC | No Data | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 70.0% | 42.9% | 90.9% | 100.0% | 77.8% | 66.7% | 40.0% | 50.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 92.9% | 100.0% | 96.4% | 94.7% | 100.0% | 96.4% | 95.8% | 91.7% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% |

| Would you recommend [HCA Service Provider] to a family member or friend? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 88.0% | | | | | | | | |
| ½ Historical Standard Deviation: 6.6% | | | | | | | | |
| Provider Name | 2023 Q1 | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
| A Best Home Care, Inc. | 50.0% | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| A Miracle Home Care | 96.5% | 96.4% | 98.4% | 98.0% | 93.3% | 94.8% | 96.1% | 97.2% |
| Assisted Care by Black Stone of CIN | 88.0% | 87.2% | 90.0% | 96.0% | 90.6% | 100.0% | 100.0% | 100.0% |
| Heavenly Helpers | No Data | No Data | No Data | 100.0% | 90.9% | No Data | No Data | No Data |
| Helping Hands Private Duty Homecare | No Data | No Data | No Data | No Data | No Data | No Data | No Data | No Data |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 90.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 100.0% | 87.5% | 75.0% | No Data | 66.7% | 100.0% | 80.0% | 100.0% |
| Prime Home Care, LLC | No Data | 100.0% | 100.0% | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Quality Care | 80.0% | 28.6% | 90.0% | 100.0% | 88.9% | 83.3% | 75.0% | 100.0% |
| Senior Helpers of Dayton | No Data | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% |
| SH of Southern Ohio LLC | 89.3% | 100.0% | 96.3% | 94.4% | 93.9% | 92.9% | 95.8% | 95.7% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 66.7% | 85.7% |

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 | | | | | | | | |
|--|---------|---------|--------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 88.2% | 85.5% | 67.9% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 96.9% | 100.0% | 98.6% | 100.0% | 87.5% | 98.2% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | No Data | No Data | 100.0% | 95.7% | 96.7% | 99.0% | 98.5% | 98.6% |
| Warren County Community Service | 98.6% | 99.1% | 99.2% | 99.1% | 99.0% | 99.6% | 99.5% | 99.8% |

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

| Are your meals good? | | | | | | | | |
|--|---------|---------|--------|---------|---------|---------|---------|---------|
| Historical Average: 94.6% | | | | | | | | |
| ½ Historical Standard Deviation: 2.1% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 86.7% | 69.2% | 71.4% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 100.0% | 100.0% | 71.4% | 92.9% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | No Data | No Data | 100.0% | 90.9% | 91.3% | 96.2% | 100.0% | 96.2% |
| Warren County Community Service | 96.9% | 97.9% | 99.2% | 97.3% | 98.0% | 98.7% | 98.4% | 99.5% |

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

| Do the people at [HDM Service Provider] let you know about changes to your service? | | | | | | | | |
|---|---------|---------|--------|---------|---------|---------|---------|---------|
| Historical Average: 97.9% | | | | | | | | |
| ½ Historical Standard Deviation: 1.6% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 90.0% | 85.7% | 42.9% | No Data | 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 | 100.0% | 94.4% | 100.0% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service | 99.6% | 100.0% | 99.7% | 100.0% | 99.5% | 99.7% | 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

Home Delivered Meals SASI Scores

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

| Do you have a good choice of meals? | | | | | | | | |
|--|---------|---------|--------|---------|---------|---------|---------|---------|
| Historical Average: 93.6% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 2.8% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 80.0% | 69.2% | 57.1% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 88.9% | 100.0% | 71.4% | 92.9% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | No Data | No Data | 100.0% | 95.5% | 91.3% | 96.2% | 88.2% | 96.2% |
| Warren County Community Service | 95.8% | 97.4% | 96.8% | 96.7% | 96.8% | 98.7% | 99.1% | 99.3% |

| Do your meals help you follow a healthy diet? | | | | | | | | |
|--|---------|---------|--------|---------|---------|---------|---------|---------|
| Historical Average: 97.1% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 1.8% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 91.7% | 85.7% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 75.0% | 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 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.2% |
| Warren County Community Service | 98.3% | 99.0% | 98.4% | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% |

| Would you recommend [HDM Service Provider] to a family member or friend? | | | | | | | | |
|--|---------|---------|--------|---------|---------|---------|---------|---------|
| Historical Average: 97.1% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 1.6% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 80.0% | 90.0% | 57.1% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 100.0% | 100.0% | 71.4% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | No Data | No Data | 100.0% | 95.2% | 90.9% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service | 99.3% | 99.7% | 99.7% | 99.1% | 99.5% | 100.0% | 99.5% | 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 | | | | | | | | |
|----------------------------------|--------|--------|---------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 90.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 94.2% | 100.0% | 99.3% | 98.6% | 100.0% | 98.5% | 96.8% | 100.0% |
| Universal Transportation Systems | 75.6% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 95.0% | 99.4% | 97.8% | 94.1% | 89.2% | 94.3% | 100.0% | 100.0% |
| Warren County Community Service | 99.8% | 99.7% | 99.6% | 99.8% | 99.8% | 100.0% | 99.8% | 100.0% |

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

| Do you feel safe and secure during your ride? | | | | | | | | |
|---|--------|--------|---------|---------|---------|---------|---------|---------|
| Historical Average: 98.6% | | | | | | | | |
| ½ Historical Standard Deviation: 1.4% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.0% | 100.0% |
| Universal Transportation Systems | 88.9% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 100.0% | 100.0% | 88.9% | 88.2% | 85.7% | 100.0% | 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% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 2.5% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.0% | 100.0% | 100.0% | 95.5% | 100.0% | 96.2% | 96.0% | 100.0% |
| Universal Transportation Systems | 77.8% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 100.0% | 100.0% | 88.9% | 100.0% | 92.9% | 92.9% | 100.0% | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 100.0% | 98.3% | 100.0% | 100.0% | 100.0% | 100.0% |

| Do you get as much help as you need to get to the vehicle? | | | | | | | | |
|--|--------|--------|---------|---------|---------|---------|---------|---------|
| Historical Average: 97.6% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 2.2% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.0% | 100.0% | 100.0% | 95.5% | 100.0% | 96.2% | 96.0% | 100.0% |
| Universal Transportation Systems | 88.9% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 100.0% | 100.0% | 100.0% | 94.1% | 92.9% | 92.9% | 100.0% | 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% | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| ½ Historical Standard Deviation: 2.2% | | | | | | | | |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.2% | 100.0% | 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% | No Data | No Data | No Data |
| Valley Transport LLC | 83.3% | 100.0% | 100.0% | 100.0% | 92.9% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 98.6% | 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 like the way your driver treats you? | | | | | | | | |
|---|--------|--------|---------|---------|---------|---------|---------|---------|
| Historical Average: 98.6% | | | | | | | | |
| ½ Historical Standard Deviation: 1.7% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.2% | 100.0% | 100.0% | 100.0% | 100.0% | 96.2% | 96.0% | 100.0% |
| Universal Transportation Systems | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 100.0% | 100.0% | 100.0% | 94.1% | 92.9% | 92.9% | 100.0% | 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% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 95.2% | 100.0% | 92.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Universal Transportation Systems | 55.6% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 83.3% | 93.8% | 100.0% | 94.1% | 84.6% | 92.9% | 100.0% | 100.0% |
| Warren County Community Service | 100.0% | 98.5% | 100.0% | 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% | | | | | | | | |
| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 |
| Provider Name | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Central Connections | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Kemper Shuttle Services | 100.0% | 100.0% | No Data | No Data | No Data | No Data | No Data | No Data |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | 100.0% | 95.5% | 100.0% | 100.0% | 91.7% | 100.0% |
| Universal Transportation Systems | 44.4% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data |
| Valley Transport LLC | 100.0% | 100.0% | 100.0% | 94.1% | 92.9% | 92.9% | 100.0% | 100.0% |
| Warren County Community Service | 100.0% | 98.5% | 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

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

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

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



Appendix A: Methodology for SASI Analysis

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 25,681 SASIs collected over a two year period from January 1st, 2023 through December 31st 2024 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

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