COA

Council on Aging

Clinton County

PQR

Provider Quality Report

Quarter 2, 2020

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Provider Quality Report: Introduction

Clinton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.

- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).

- Providers do not have an individual page for data. Each provider with data is listed in a table per service.

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 (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

Adult Day Service Billable Units:

Beginning March 23, 2020, the Adult Day Service was not active per executive order from the Governor. Any provider with billable units during quarter 2 is the direct result of late billing.

SASI Scoring:

SASIs were not collected during April and May 2020 and resumed in June. Therefore, Q2 2020 SASI scores consist of smaller sample sizes which may impact providers' scores.

Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Total Billable Units
Clinton County Adult Day Center, Inc.	403	304	503	1	**1,210**
Total Billable Units	**403**	**304**	**503**	**1**	**1,210**

Market Share

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Clinton County Adult Day Center, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Avg. Distinct Clients Served
Clinton County Adult Day Center, Inc.	13	11	12	1	**9**
Total Distinct Clients Served	**13**	**11**	**12**	**1**	**9**

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Acumen Fiscal Agent	1,878	2,020	1,689	1,873	**N/A**
Total Billable Units	**1,878**	**2,020**	**1,689**	**1,873**	**N/A**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Acumen Fiscal Agent	17	18	19	17	**18**
Total Distinct Clients Served	**17**	**18**	**19**	**17**	**18**

Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Guardian Medical Monitoring, Inc.	982	1,043	1,045	995	**4,065**
Total Billable Units	**982**	**1,043**	**1,045**	**995**	**4,065**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Guardian Medical Monitoring, Inc.	326	338	341	318	**331**
Total Distinct Clients Served	**326**	**338**	**341**	**318**	**331**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Clinton County Community Action Program	7,817	8,423	8,474	11,118	**35,832**
Total Billable Units	**7,817**	**8,423**	**8,474**	**11,118**	**35,832**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Clinton County Community Action Program	117	124	138	164	**136**
Total Distinct Clients Served	**117**	**124**	**138**	**164**	**136**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units

	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Total Billable Units
Advanced Medical Equipment, Inc.	1	0	4	0	**5**
American Ramp Systems	0	0	0	2	**2**
Bernens Medical	4	5	7	7	**23**
Home First	1	0	0	2	**3**
Littleton Homecare Supply Inc	4	2	1	0	**7**
Mullaney's Pharmacy & Home Health Care	4	0	1	5	**10**
Total Billable Units	**14**	**7**	**13**	**16**	**50**

Market Share

	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Advanced Medical Equipment, Inc.	7.14%	0	30.77%	0
American Ramp Systems	0	0	0	12.50%
Bernens Medical	28.57%	71.43%	53.85%	43.75%
Home First	7.14%	0	0	12.50%
Littleton Homecare Supply Inc	28.57%	28.57%	7.69%	0
Mullaney's Pharmacy & Home Health Care	28.57%	0	7.69%	31.25%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	1	0	3	0	**2**
American Ramp Systems	0	0	0	1	**1**
Bernens Medical	4	5	6	7	**6**
Home First	1	0	0	2	**2**
Littleton Homecare Supply Inc	2	2	1	0	**2**
Mullaney's Pharmacy & Home Health Care	2	0	1	2	**2**
Total Distinct Clients Served	**10**	**7**	**11**	**12**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Total Billable Units
Home First	7	8	3	8	**26**
MedAdapt Ltd.	2	1	0	0	**3**
People Working Cooperatively, Inc.	0	1	0	0	**1**
Stateline Medical Equipment	1	2	0	0	**3**
Tri-State Maintenance	1	1	0	0	**2**
Total Billable Units	**11**	**13**	**3**	**8**	**35**

Market Share

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Home First	63.64%	61.54%	100.00%	100.00%
MedAdapt Ltd.	18.18%	7.69%	0	0
People Working Cooperatively, Inc.	0	7.69%	0	0
Stateline Medical Equipment	9.09%	15.38%	0	0
Tri-State Maintenance	9.09%	7.69%	0	0
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Avg. Distinct Clients Served
Home First	7	7	3	7	**6**
MedAdapt Ltd.	2	1	0	0	**2**
People Working Cooperatively, Inc.	0	1	0	0	**1**
Stateline Medical Equipment	1	2	0	0	**2**
Tri-State Maintenance	1	1	0	0	**1**
Total Distinct Clients Served	**11**	**12**	**3**	**7**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Total Billable Units
Assisted Care by Black Stone	595	462	709	593	**2,358**
Clinton County Community Action Program	2,891	2,636	2,497	2,184	**10,207**
First Community Health Services, LLC	238	209	161	150	**757**
Gabriel's Angels Homecare, LLC	571	659	743	723	**2,696**
Katy's Home Health Care LLC	365	633	753	732	**2,482**
Total Billable Units	**4,659**	**4,599**	**4,862**	**4,381**	**18,499**

Market Share

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Assisted Care by Black Stone	12.77%	10.05%	14.57%	13.53%
Clinton County Community Action Program	62.05%	57.32%	51.35%	49.85%
First Community Health Services, LLC	5.10%	4.54%	3.30%	3.41%
Gabriel's Angels Homecare, LLC	12.26%	14.32%	15.29%	16.50%
Katy's Home Health Care LLC	7.82%	13.77%	15.48%	16.70%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone	26	24	24	21	**24**
Clinton County Community Action Program	156	159	155	127	**149**
First Community Health Services, LLC	11	9	9	8	**9**
Gabriel's Angels Homecare, LLC	26	28	31	29	**29**
Katy's Home Health Care LLC	29	42	48	49	**42**
Total Distinct Clients Served	**248**	**262**	**267**	**234**	**51**

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Home First	1	1	1	1	**4**
Total Billable Units	**1**	**1**	**1**	**1**	**4**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Home First	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Home First	1	1	1	1	**1**
Total Distinct Clients Served	**1**	**1**	**1**	**1**	**1**

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Total Billable Units
Assisted Care by Black Stone	331	235	206	114	**886**
First Community Health Services, LLC	34	76	63	77	**249**
Katy's Home Health Care LLC	448	630	704	652	**2,433**
Total Billable Units	**813**	**941**	**972**	**842**	**3,568**

Market Share

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Assisted Care by Black Stone	40.74%	24.95%	21.19%	13.51%
First Community Health Services, LLC	4.15%	8.05%	6.43%	9.14%
Katy's Home Health Care LLC	55.10%	66.99%	72.38%	77.35%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone	19	16	14	5	**14**
First Community Health Services, LLC	4	4	3	3	**4**
Katy's Home Health Care LLC	16	30	31	31	**27**
Total Distinct Clients Served	**39**	**50**	**48**	**39**	**15**

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Milt's Termite & Pest Control	1	1	5	5	**12**
Total Billable Units	**1**	**1**	**5**	**5**	**12**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Milt's Termite & Pest Control	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Milt's Termite & Pest Control	1	1	2	3	**2**
Total Distinct Clients Served	**1**	**1**	**2**	**3**	**2**

Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Total Billable Units
Assisted Care by Black Stone	16	36	0	0	**52**
First Community Health Services, LLC	18	14	2	0	**34**
Katy's Home Health Care LLC	102	179	125	108	**514**
Total Billable Units	**136**	**229**	**127**	**108**	**600**

Market Share

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Assisted Care by Black Stone	11.81%	15.72%	0	0
First Community Health Services, LLC	13.28%	6.11%	1.57%	0
Katy's Home Health Care LLC	74.91%	78.17%	98.43%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2019 Q3	2019 Q4	2020 Q1	2020 Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone	1	1	0	0	**1**
First Community Health Services, LLC	1	1	1	0	**1**
Katy's Home Health Care LLC	4	6	6	6	**6**
Total Distinct Clients Served	**6**	**8**	**7**	**6**	**3**

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Clinton County Community Action Program	TBD	TBD	TBD	TBD	**TBD**
Total Billable Units	**TBD**	**TBD**	**TBD**	**TBD**	**TBD**

Market Share

	2019	2019	2020	2020
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2019	2019	2020	2020	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Clinton County Community Action Program	11	5	2	2	**5**
Total Distinct Clients Served	**11**	**5**	**2**	**2**	**5**

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	12	12	11	4
Clinton County Community Action Program	48	56	48	14
First Community Health Services, LLC	9	6	3	1
Gabriel's Angels Homecare, LLC	3	9	4	5
Katy's Home Health Care LLC	4	10	21	16

Home Delivered Meals				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	24	31	25	20

Medical Transportation				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	0	0	1	0

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	92.4%	83.1%	86.1%	95.0%
Clinton County Community Action Program	99.4%	98.0%	99.2%	100.0%
First Community Health Services, LLC	87.8%	91.7%	86.7%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	97.6%	62.5%	98.0%
Katy's Home Health Care LLC	92.5%	90.9%	93.7%	100.0%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2% ½ Historical Standard Deviation: 5.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	83.3%	81.8%	66.7%	100.0%
Clinton County Community Action Program	100.0%	98.0%	100.0%	100.0%
First Community Health Services, LLC	88.9%	83.3%	66.7%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	88.9%	95.2%	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%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	72.7%	81.8%	100.0%
Clinton County Community Action Program	100.0%	96.2%	100.0%	100.0%
First Community Health Services, LLC	88.9%	83.3%	66.7%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	66.7%	100.0%
Katy's Home Health Care LLC	100.0%	70.0%	90.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?				
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	90.9%	100.0%	81.8%	100.0%
Clinton County Community Action Program	97.9%	91.1%	97.9%	100.0%
First Community Health Services, LLC	88.9%	83.3%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	75.0%	100.0%
Katy's Home Health Care LLC	25.0%	60.0%	85.7%	100.0%

Do you like the way your aide treats you?				
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	91.7%	90.9%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	88.9%	100.0%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	75.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?				
Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	91.7%	90.9%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	88.9%	100.0%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	50.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?				
Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	100.0%	91.7%	100.0%	75.0%
Clinton County Community Action Program	100.0%	98.2%	100.0%	100.0%
First Community Health Services, LLC	88.9%	100.0%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	75.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	90.5%	100.0%

Does your aide do the things you ask them to do?				
Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	100.0%	91.7%	100.0%	100.0%
Clinton County Community Action Program	97.9%	100.0%	100.0%	100.0%
First Community Health Services, LLC	88.9%	100.0%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	75.0%	100.0%
Katy's Home Health Care LLC	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%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	60.0%	66.7%	100.0%
Clinton County Community Action Program	97.9%	96.2%	95.7%	100.0%
First Community Health Services, LLC	88.9%	83.3%	33.3%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	87.5%	33.3%	80.0%
Katy's Home Health Care LLC	100.0%	90.0%	94.7%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?				
Historical Average: 89.6% ½ Historical Standard Deviation: 6.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	75.0%	90.9%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	88.9%	83.3%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	50.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	90.5%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Assisted Care by Black Stone	91.7%	75.0%	90.9%	75.0%
Clinton County Community Action Program	100.0%	100.0%	97.9%	100.0%
First Community Health Services, LLC	77.8%	100.0%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	25.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	90.5%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	98.4%	98.8%	97.4%	100.0%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	91.3%	100.0%

Are your meals good?				
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	91.7%	96.8%	96.0%	100.0%

Can you depend on your meals driver?				
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?				
Historical Average: 97.9% ½ Historical Standard Deviation: 1.6%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	95.7%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?				
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%

Do you have a good choice of meals?				
Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	95.8%	96.8%	96.0%	100.0%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	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%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	96.8%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Can you depend on your transportation service?				
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Do you feel safe and secure during your ride?				
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6% ½ Historical Standard Deviation: 2.5%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?				
Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?				
Historical Average: 96.9% ½ Historical Standard Deviation: 2.2%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Do you like the way your driver treats you?				
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Does the driver get you to your appointment at the scheduled time?				
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

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

Provider Quality Report: Satisfaction Metrics[1]

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1% ½ Historical Standard Deviation: 4.5%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Is the ride a pleasant experience?				
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8% ½ Historical Standard Deviation: 2.4%	2019	2019	2020	2020
Provider Name	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data

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

Appendix A: Methodology for SASI Analysis

Clinton County ESP

Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question from 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 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 [(Total Yes)/(Total Yes+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. [(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, 2019 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

Appendix B: Terminated Providers

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019
Littleton Homecare Supply Inc	Home Medical Equipment	7/13/2020