



Hamilton County



Provider Quality Report

Quarter 1, 2025

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Provider Quality Report: Introduction

Hamilton 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 January-March).
- 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 |
| 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 |

SASI Scoring:

As of Q3, 2023 Home52 Transportation Coordination and Provider Survey scores have been added to the report.

Provider Quality Report: Provider Activity

Hamilton 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 |
| Maple Knoll Outreach Services for | Home Delivered Meals | 1/30/2024 |
| Mullaney's Pharmacy & Home Health Care | Home Medical Equipment | 12/31/2023 |
| Saint Joseph Construction | Minor Home Mod | 12/26/2024 |
| Universal Transportation Systems (UTS) | Transportation | 1/31/2024 |
| Warming Hearts Homecare LLC | Independent Living Assistance | 4/12/2023 |

| Provider | Service Delivered - New | Effective |
|--|-------------------------|-----------|
| 101 Mobility | Minor Home Mod | 4/1/2024 |
| 360 Total Care | Adult Day Service | 6/1/2024 |
| Arrow Heating Cooling and Home Maintenance | Minor Home Mod | 11/7/2023 |
| Arrow Heating Cooling and Home Maintenance | Environmental – Chore | 11/1/2024 |
| Janz Medical Supply(formerly Mullaney Pharm&HHC) | Home Medical Equipment | 7/1/2024 |
| Right at Home | Home Care Assistance | 7/17/2023 |
| Western Hills Home Care LLC | Home Care Assistance | 7/1/2023 |

| Provider | Service On Hold | Effective |
|---|-------------------------------|-----------------------|
| Amaramedical Health Care Services, Inc. | Home Care Assistance | 9/7/2022 - 2/3/2023 |
| 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 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

| Billable Units | | | | | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Active Day of Cincinnati | 560 | 589 | 554 | 416 | 431 | 381 | 325 | 259 | 3,513 |
| Bayley Life ADC | 809 | 743 | 716 | 650 | 669 | 596 | 549 | 484 | 5,214 |
| Day Share Senior Services | 226 | 210 | 241 | 176 | 97 | 90 | 90 | 62 | 1,190 |
| Lincoln Heights Outreach Inc. | 238 | 231 | 222 | 256 | 249 | 254 | 242 | 191 | 1,881 |
| Northwest Adult Services Pioneer Home Healthcare | 35 | 16 | 33 | 29 | 27 | 26 | 31 | 31 | 228 |
| Total Billable Units | 1,867 | 1,788 | 1,765 | 1,527 | 1,472 | 1,346 | 1,236 | 1,027 | 12,026 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Active Day of Cincinnati | 29.97% | 32.92% | 31.37% | 27.22% | 29.26% | 28.31% | 26.29% | 25.23% |
| Bayley Life ADC | 43.33% | 41.57% | 40.55% | 42.58% | 45.46% | 44.24% | 44.38% | 47.10% |
| Day Share Senior Services | 12.10% | 11.72% | 13.63% | 11.53% | 6.56% | 6.65% | 7.28% | 6.04% |
| Lincoln Heights Outreach Inc. | 12.72% | 12.90% | 12.58% | 16.77% | 16.89% | 18.87% | 19.54% | 18.61% |
| Northwest Adult Services Pioneer Home Healthcare | 1.87% | 0.90% | 1.87% | 1.90% | 1.83% | 1.93% | 2.51% | 3.02% |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Active Day of Cincinnati | 21 | 21 | 20 | 18 | 15 | 17 | 15 | 13 | 18 |
| Bayley Life ADC | 30 | 27 | 30 | 29 | 30 | 26 | 23 | 26 | 28 |
| Day Share Senior Services | 8 | 8 | 7 | 7 | 5 | 4 | 4 | 4 | 6 |
| Lincoln Heights Outreach Inc. | 7 | 6 | 6 | 9 | 9 | 7 | 7 | 7 | 7 |
| Northwest Adult Services Pioneer Home Healthcare | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 |
| Total Distinct Clients Served | 67 | 63 | 64 | 64 | 60 | 56 | 51 | 51 | 12 |



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

| Billable Units | | | | | | | | | |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Palco, Inc. | 35,075 | 37,692 | 37,988 | 29,127 | 39,560 | 35,038 | 34,026 | 24,686 | 273,191 |
| Total Billable Units | 35,075 | 37,692 | 37,988 | 29,127 | 39,560 | 35,038 | 34,026 | 24,686 | 273,191 |

| Market Share | | | | | | | | |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Palco, Inc. | 374 | 401 | 376 | 341 | 354 | 381 | 364 | 345 | 367 |
| Total Distinct Clients Served | 374 | 401 | 376 | 341 | 354 | 381 | 364 | 345 | 367 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

| Billable Units | | | | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------|
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 | Total Billable Units |
| A Best Home Care, Inc. | 411 | 474 | 662 | 614 | 630 | 524 | 722 | 750 | 4,785 |
| A Miracle Home Care | 35,652 | 37,839 | 38,749 | 38,626 | 36,967 | 34,310 | 34,162 | 31,687 | 287,991 |
| Always There Healthcare LLC | 1,572 | 1,876 | 1,992 | 2,344 | 2,277 | 1,985 | 2,053 | 1,544 | 15,641 |
| Amaramedical Health Care Services, Inc. | 5,080 | 4,520 | 4,318 | 4,525 | 4,117 | 4,254 | 4,201 | 3,893 | 34,906 |
| Assisted Care by Black Stone of CIN | 7,132 | 6,127 | 4,661 | 3,627 | 3,703 | 3,755 | 3,834 | 3,587 | 36,426 |
| Comfort and Care Home Health Agency, Inc. | 174 | 150 | 193 | 292 | 303 | 286 | 231 | 235 | 1,864 |
| Day Share Senior Services | 474 | 463 | 427 | 334 | 368 | 374 | 395 | 325 | 3,159 |
| Eastern Personnel Services, Inc. | 1,674 | 1,157 | 1,302 | 944 | 621 | 761 | 1,188 | 988 | 8,635 |
| Hillebrand Home Health | 3,051 | 2,883 | 2,618 | 2,805 | 2,629 | 2,690 | 2,444 | 2,061 | 21,180 |
| Interim HomeStyles of Greater Cincinnati, Inc. | 2,420 | 3,766 | 4,074 | 3,130 | 3,085 | 3,168 | 3,011 | 2,474 | 25,127 |
| LCD Home Health Agency | 286 | 281 | 456 | 704 | 914 | 897 | 1,004 | 971 | 5,512 |
| Nova Home Care | 5,447 | 5,483 | 5,881 | 6,015 | 5,572 | 4,951 | 4,589 | 4,265 | 42,203 |
| Prime Home Care, LLC | 332 | 369 | 322 | 155 | 164 | 322 | 480 | 412 | 2,555 |
| Quality Care | 7,174 | 6,847 | 6,708 | 6,037 | 5,467 | 5,649 | 5,851 | 5,073 | 48,805 |
| Right at Home | 0 | 424 | 1,497 | 1,704 | 2,256 | 2,421 | 2,317 | 2,112 | 12,730 |
| SH of Southern Ohio LLC | 3,120 | 2,100 | 1,984 | 1,958 | 2,158 | 3,067 | 3,111 | 2,895 | 20,392 |
| Superior Home Care, Inc. | 5,199 | 5,042 | 4,885 | 4,142 | 4,806 | 4,974 | 4,809 | 4,090 | 37,947 |
| Western Hills Home Care | 0 | 625 | 1,131 | 1,089 | 990 | 1,101 | 1,017 | 765 | 6,717 |
| Total Billable Units | 79,198 | 80,424 | 81,858 | 79,043 | 77,023 | 75,484 | 75,416 | 68,126 | 616,572 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| A Best Home Care, Inc. | 0.52% | 0.59% | 0.81% | 0.78% | 0.82% | 0.69% | 0.96% | 1.10% |
| A Miracle Home Care | 45.02% | 47.05% | 47.34% | 48.87% | 47.99% | 45.45% | 45.30% | 46.51% |
| Always There Healthcare LLC | 1.98% | 2.33% | 2.43% | 2.96% | 2.96% | 2.63% | 2.72% | 2.27% |
| Amaramedical Health Care Services, Inc. | 6.41% | 5.62% | 5.28% | 5.72% | 5.34% | 5.63% | 5.57% | 5.71% |
| Assisted Care by Black Stone of CIN | 9.01% | 7.62% | 5.69% | 4.59% | 4.81% | 4.97% | 5.08% | 5.27% |
| Comfort and Care Home Health Agency, Inc. | 0.22% | 0.19% | 0.24% | 0.37% | 0.39% | 0.38% | 0.31% | 0.35% |
| Day Share Senior Services | 0.60% | 0.58% | 0.52% | 0.42% | 0.48% | 0.49% | 0.52% | 0.48% |
| Eastern Personnel Services, Inc. | 2.11% | 1.44% | 1.59% | 1.19% | 0.81% | 1.01% | 1.57% | 1.45% |
| Hillebrand Home Health | 3.85% | 3.58% | 3.20% | 3.55% | 3.41% | 3.56% | 3.24% | 3.03% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 3.06% | 4.68% | 4.98% | 3.96% | 4.00% | 4.20% | 3.99% | 3.63% |
| LCD Home Health Agency | 0.36% | 0.35% | 0.56% | 0.89% | 1.19% | 1.19% | 1.33% | 1.43% |
| Nova Home Care | 6.88% | 6.82% | 7.18% | 7.61% | 7.23% | 6.56% | 6.08% | 6.26% |
| Prime Home Care, LLC | 0.42% | 0.46% | 0.39% | 0.20% | 0.21% | 0.43% | 0.64% | 0.60% |
| Quality Care | 9.06% | 8.51% | 8.19% | 7.64% | 7.10% | 7.48% | 7.76% | 7.45% |
| Right at Home | 0 | 0.53% | 1.83% | 2.16% | 2.93% | 3.21% | 3.07% | 3.10% |
| SH of Southern Ohio LLC | 3.94% | 2.61% | 2.42% | 2.48% | 2.80% | 4.06% | 4.12% | 4.25% |
| Superior Home Care, Inc. | 6.56% | 6.27% | 5.97% | 5.24% | 6.24% | 6.59% | 6.38% | 6.00% |
| Western Hills Home Care | 0 | 0.78% | 1.38% | 1.38% | 1.29% | 1.46% | 1.35% | 1.12% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

| Distinct Clients Served | | | | | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------------------|
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 | Avg. Distinct Clients Served |
| A Best Home Care, Inc. | 9 | 13 | 14 | 14 | 13 | 14 | 21 | 22 | 15 |
| A Miracle Home Care | 958 | 1,008 | 1,046 | 996 | 942 | 915 | 922 | 881 | 959 |
| Always There Healthcare LLC | 48 | 51 | 66 | 71 | 65 | 59 | 56 | 53 | 59 |
| Amaramedical Health Care Services, Inc. | 116 | 105 | 94 | 107 | 105 | 115 | 107 | 100 | 106 |
| Assisted Care by Black Stone of CIN | 209 | 180 | 141 | 108 | 99 | 96 | 95 | 93 | 128 |
| Comfort and Care Home Health Agency, Inc. | 6 | 5 | 3 | 4 | 5 | 5 | 3 | 3 | 4 |
| Day Share Senior Services | 13 | 12 | 11 | 9 | 8 | 8 | 9 | 10 | 10 |
| Eastern Personnel Services, Inc. | 27 | 31 | 32 | 26 | 19 | 35 | 50 | 41 | 33 |
| Hillebrand Home Health | 68 | 67 | 59 | 64 | 60 | 58 | 53 | 50 | 60 |
| Interim HomeStyles of Greater Cincinnati, Inc. | 98 | 93 | 88 | 85 | 84 | 89 | 83 | 76 | 87 |
| LCD Home Health Agency | 5 | 6 | 11 | 21 | 23 | 23 | 23 | 25 | 17 |
| Nova Home Care | 140 | 140 | 126 | 127 | 115 | 110 | 103 | 95 | 120 |
| Prime Home Care, LLC | 10 | 9 | 9 | 5 | 3 | 11 | 11 | 11 | 9 |
| Quality Care | 217 | 200 | 186 | 184 | 166 | 163 | 148 | 140 | 176 |
| Right at Home | 0 | 40 | 65 | 71 | 78 | 82 | 73 | 70 | 68 |
| SH of Southern Ohio LLC | 103 | 88 | 77 | 78 | 83 | 112 | 94 | 100 | 92 |
| Superior Home Care, Inc. | 189 | 187 | 163 | 152 | 172 | 157 | 138 | 125 | 160 |
| Western Hills Home Care | 0 | 24 | 31 | 31 | 30 | 30 | 29 | 22 | 28 |
| Total Distinct Clients Served | 2,216 | 2,259 | 2,222 | 2,153 | 2,070 | 2,082 | 2,018 | 1,917 | 119 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Emergency Response

| Billable Units | | | | | | | | | |
|-----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Guardian Medical Monitoring, Inc. | 7,966 | 6,463 | 6,954 | 6,600 | 6,369 | 6,176 | 5,910 | 5,549 | 51,987 |
| Total Billable Units | 7,966 | 6,463 | 6,954 | 6,600 | 6,369 | 6,176 | 5,910 | 5,549 | 51,987 |

| Market Share | | | | | | | | |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Guardian Medical Monitoring, Inc. | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Total Market Share | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

| Distinct Clients Served | | | | | | | | | |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Guardian Medical Monitoring, Inc. | 2,541 | 2,419 | 2,428 | 2,357 | 2,206 | 2,124 | 2,083 | 2,056 | 2,277 |
| Total Distinct Clients Served | 2,541 | 2,419 | 2,428 | 2,357 | 2,206 | 2,124 | 2,083 | 2,056 | 2,277 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

| Billable Units | | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Deupree Meals on Wheels | 19,006 | 18,534 | 17,437 | 17,035 | 15,548 | 14,967 | 14,402 | 13,486 | 130,415 |
| Maple Knoll Outreach Services for Seniors | 13,970 | 13,270 | 8,881 | 120 | 0 | 0 | 0 | 0 | 36,241 |
| Mayerson JCC (Jewish Community Center) | 16,244 | 16,665 | 19,686 | 26,120 | 28,671 | 26,971 | 27,446 | 21,421 | 183,224 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 149,539 | 148,552 | 159,637 | 153,126 | 149,800 | 143,275 | 146,118 | 123,519 | 1,173,566 |
| Total Billable Units | 198,759 | 197,021 | 205,641 | 196,401 | 194,019 | 185,213 | 187,966 | 158,426 | 1,523,446 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Deupree Meals on Wheels | 9.56% | 9.41% | 8.48% | 8.67% | 8.01% | 8.08% | 7.66% | 8.51% |
| Maple Knoll Outreach Services for Seniors | 7.03% | 6.74% | 4.32% | 0.06% | 0 | 0 | 0 | 0 |
| Mayerson JCC (Jewish Community Center) | 8.17% | 8.46% | 9.57% | 13.30% | 14.78% | 14.56% | 14.60% | 13.52% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 75.24% | 75.40% | 77.63% | 77.97% | 77.21% | 77.36% | 77.74% | 77.97% |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Deupree Meals on Wheels | 270 | 256 | 240 | 233 | 214 | 205 | 200 | 199 | 227 |
| Maple Knoll Outreach Services for Seniors | 215 | 204 | 165 | 11 | 0 | 0 | 0 | 0 | 149 |
| Mayerson JCC (Jewish Community Center) | 230 | 246 | 338 | 415 | 420 | 395 | 370 | 347 | 345 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 2,227 | 2,258 | 2,339 | 2,290 | 2,187 | 2,097 | 1,986 | 1,885 | 2,159 |
| Total Distinct Clients Served | 2,942 | 2,964 | 3,082 | 2,949 | 2,821 | 2,697 | 2,556 | 2,431 | 802 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

| Billable Units | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| American Ramp Systems | 46 | 49 | 44 | 36 | 20 | 30 | 24 | 17 | 266 |
| Bernens Medical | 157 | 157 | 152 | 145 | 136 | 130 | 86 | 111 | 1,074 |
| Home First | 2 | 5 | 2 | 18 | 13 | 1 | 5 | 3 | 49 |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 3 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 5 | 17 |
| Mullaney's Pharmacy & Home Health Care | 88 | 89 | 46 | 14 | 0 | 0 | 0 | 0 | 237 |
| Stateline Medical Equipment | 7 | 7 | 4 | 0 | 1 | 7 | 0 | 1 | 27 |
| Total Billable Units | 300 | 307 | 248 | 213 | 171 | 174 | 123 | 137 | 1,673 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| American Ramp Systems | 15.33% | 15.96% | 17.74% | 16.90% | 11.70% | 17.24% | 19.51% | 12.41% |
| Bernens Medical | 52.33% | 51.14% | 61.29% | 68.08% | 79.53% | 74.71% | 69.92% | 81.02% |
| Home First | 0.67% | 1.63% | 0.81% | 8.45% | 7.60% | 0.57% | 4.07% | 2.19% |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 0.58% | 1.15% | 0 | 0 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 2.30% | 6.50% | 3.65% |
| Mullaney's Pharmacy & Home Health Care | 29.33% | 28.99% | 18.55% | 6.57% | 0 | 0 | 0 | 0 |
| Stateline Medical Equipment | 2.33% | 2.28% | 1.61% | 0 | 0.58% | 4.02% | 0 | 0.73% |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| American Ramp Systems | 19 | 18 | 18 | 15 | 10 | 9 | 10 | 6 | 13 |
| Bernens Medical | 134 | 120 | 122 | 106 | 105 | 97 | 65 | 84 | 104 |
| Home First | 2 | 5 | 2 | 17 | 12 | 1 | 5 | 3 | 6 |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 2 |
| Janz Medical Supply | 0 | 0 | 0 | 0 | 0 | 4 | 7 | 3 | 5 |
| Mullaney's Pharmacy & Home Health Care | 79 | 73 | 46 | 11 | 0 | 0 | 0 | 0 | 52 |
| Stateline Medical Equipment | 7 | 7 | 4 | 0 | 1 | 7 | 0 | 1 | 5 |
| Total Distinct Clients Served | 241 | 223 | 192 | 149 | 129 | 120 | 87 | 97 | 32 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

| Billable Units | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| American Ramp Systems | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 3 |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 3 |
| Custom Home Elevator & Lift Co. Inc. | 4 | 8 | 1 | 1 | 1 | 1 | 1 | 5 | 22 |
| Home First | 7 | 6 | 4 | 2 | 0 | 4 | 5 | 9 | 37 |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| MedAdapt Ltd. | 30 | 31 | 34 | 4 | 0 | 13 | 9 | 5 | 126 |
| Stateline Medical Equipment | 30 | 24 | 12 | 6 | 0 | 12 | 6 | 10 | 100 |
| Tri-State Maintenance | 16 | 15 | 23 | 6 | 5 | 16 | 8 | 6 | 95 |
| Total Billable Units | 87 | 84 | 75 | 19 | 6 | 48 | 32 | 37 | 388 |

| Market Share | | | | | | | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | |
| American Ramp Systems | 0 | 0 | 0 | 0 | 0 | 0 | 3.13% | 5.41% | |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 1.33% | 0 | 0 | 0 | 6.25% | 0 | |
| Custom Home Elevator & Lift Co. Inc. | 4.60% | 9.52% | 1.33% | 5.26% | 16.67% | 2.08% | 3.13% | 13.51% | |
| Home First | 8.05% | 7.14% | 5.33% | 10.53% | 0 | 8.33% | 15.63% | 24.32% | |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 0 | 4.17% | 0 | 0 | |
| MedAdapt Ltd. | 34.48% | 36.90% | 45.33% | 21.05% | 0 | 27.08% | 28.13% | 13.51% | |
| Stateline Medical Equipment | 34.48% | 28.57% | 16.00% | 31.58% | 0 | 25.00% | 18.75% | 27.03% | |
| Tri-State Maintenance | 18.39% | 17.86% | 30.67% | 31.58% | 83.33% | 33.33% | 25.00% | 16.22% | |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| American Ramp Systems | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Arrow Heating Cooling and Home Maintenance, LLC | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Custom Home Elevator & Lift Co. Inc. | 4 | 8 | 1 | 1 | 1 | 1 | 1 | 5 | 3 |
| Home First | 5 | 6 | 4 | 2 | 0 | 4 | 5 | 8 | 5 |
| HomeCare Mattress Inc. | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| MedAdapt Ltd. | 29 | 31 | 31 | 4 | 0 | 13 | 9 | 5 | 17 |
| Stateline Medical Equipment | 30 | 24 | 11 | 5 | 0 | 12 | 6 | 10 | 14 |
| Tri-State Maintenance | 16 | 15 | 19 | 6 | 5 | 16 | 8 | 6 | 11 |
| Total Distinct Clients Served | 84 | 84 | 67 | 18 | 6 | 48 | 31 | 35 | 9 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

| Billable Units | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Jewish Family Service | 0 | 27 | 143 | 97 | 205 | 86 | 106 | 76 | 738 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 491 | 426 | 527 | 596 | 598 | 488 | 497 | 449 | 4,071 |
| Total Billable Units | 491 | 453 | 670 | 693 | 803 | 573 | 602 | 525 | 4,809 |

| Market Share | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Jewish Family Service | 0 | 5.91% | 21.36% | 13.94% | 25.47% | 14.92% | 17.52% | 14.52% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.00% | 94.09% | 78.64% | 86.06% | 74.53% | 85.08% | 82.48% | 85.48% |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Jewish Family Service | 0 | 7 | 12 | 11 | 16 | 16 | 13 | 12 | 12 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 60 | 48 | 56 | 67 | 73 | 77 | 76 | 60 | 65 |
| Total Distinct Clients Served | 60 | 55 | 68 | 78 | 89 | 93 | 89 | 72 | 40 |



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

| Billable Units | | | | | | | | | |
|----------------------|------|------|------|------|------|------|------|------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| Home First | 6 | 11 | 8 | 5 | 10 | 3 | 3 | 2 | 48 |
| Total Billable Units | 6 | 11 | 8 | 5 | 10 | 3 | 3 | 2 | 48 |

| Market Share | | | | | | | | | |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|--|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | |
| Home First | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| Home First | 6 | 11 | 8 | 4 | 10 | 3 | 3 | 2 | 6 |
| Total Distinct Clients Served | 6 | 11 | 8 | 4 | 10 | 3 | 3 | 2 | 6 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

| Billable Units | | | | | | | | | |
|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| All Gone Termite & Pest Control, Inc. | 44 | 38 | 32 | 20 | 2 | 0 | 0 | 0 | 136 |
| Milts Termite & Pest Control | 23 | 17 | 21 | 15 | 22 | 19 | 18 | 10 | 145 |
| Total Billable Units | 67 | 55 | 53 | 35 | 24 | 19 | 18 | 10 | 281 |

| Market Share | | | | | | | | |
|---------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| All Gone Termite & Pest Control, Inc. | 65.67% | 69.09% | 60.38% | 57.14% | 8.33% | 0 | 0 | 0 |
| Milts Termite & Pest Control | 34.33% | 30.91% | 39.62% | 42.86% | 91.67% | 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| All Gone Termite & Pest Control, Inc. | 14 | 18 | 12 | 7 | 1 | 0 | 0 | 0 | 10 |
| Milts Termite & Pest Control | 10 | 9 | 9 | 9 | 9 | 8 | 9 | 4 | 8 |
| Total Distinct Clients Served | 24 | 27 | 21 | 16 | 10 | 8 | 9 | 4 | 9 |

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

| Billable Units | | | | | | | | | |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|----------------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Total Billable Units |
| home52 Transportation | 10,899 | 13,016 | 12,149 | 11,552 | 11,559 | 10,428 | 9,564 | 7,721 | 86,887 |
| Total Billable Units | 10,899 | 13,016 | 12,149 | 11,552 | 11,559 | 10,428 | 9,564 | 7,721 | 86,887 |

| Market Share | | | | | | | | |
|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| home52 Transportation | 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 | 2024 | 2024 | 2024 | 2024 | 2025 | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Avg. Distinct Clients Served |
| home52 Transportation | 728 | 779 | 754 | 737 | 726 | 720 | 689 | 613 | 718 |
| Total Distinct Clients Served | 728 | 779 | 754 | 737 | 726 | 720 | 689 | 613 | 575 |

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

| Home Care Assistance | | | | | | | | |
|--|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | 1 | 2 | 2 | 2 | 12 | 5 | 7 | 11 |
| A Miracle Home Care | 153 | 191 | 169 | 219 | 365 | 413 | 319 | 327 |
| Always There Healthcare LLC | 10 | 14 | 11 | 11 | 18 | 27 | 27 | 16 |
| Amaramedical Health Care Services, Inc. | 17 | 28 | 16 | 23 | 33 | 50 | 34 | 26 |
| Assisted Care by Black Stone of CIN | 51 | 51 | 27 | 27 | 37 | 43 | 43 | 35 |
| Comfort and Care Home Health Agency, Inc. | 1 | 3 | 0 | 0 | 2 | 2 | 2 | 1 |
| Eastern Personnel Services, Inc. | 6 | 6 | 7 | 1 | 5 | 8 | 18 | 13 |
| Hillebrand Home Health | 20 | 7 | 19 | 13 | 19 | 23 | 18 | 15 |
| Interim HomeStyles of Greater Cincinnati, Inc. | 16 | 16 | 13 | 16 | 33 | 43 | 27 | 35 |
| LCD Home Health Agency | 1 | 1 | 3 | 2 | 6 | 6 | 13 | 4 |
| Nova Home Care | 20 | 19 | 24 | 25 | 42 | 49 | 31 | 28 |
| Prime Home Care, LLC | 2 | 3 | 1 | 1 | 2 | 1 | 4 | 5 |
| Quality Care | 40 | 36 | 39 | 37 | 61 | 59 | 68 | 59 |
| Right at Home | 0 | 1 | 7 | 19 | 27 | 29 | 24 | 25 |
| SH of Southern Ohio LLC | 19 | 21 | 13 | 22 | 26 | 42 | 37 | 34 |
| Superior Home Care, Inc. | 33 | 30 | 29 | 24 | 53 | 67 | 51 | 50 |
| Western Hills Home Care | 1 | 0 | 6 | 2 | 14 | 13 | 12 | 3 |

| Home Delivered Meals | | | | | | | | |
|--|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Deupree Meals on Wheels | 45 | 52 | 43 | 49 | 85 | 99 | 68 | 59 |
| Maple Knoll Outreach Services for Seniors | 35 | 40 | 31 | 0 | 0 | 0 | 0 | 0 |
| Mayerson JCC (Jewish Community Center) | 34 | 48 | 38 | 64 | 123 | 144 | 117 | 129 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 383 | 379 | 394 | 454 | 748 | 826 | 674 | 610 |

| Medical Transportation | | | | | | | | |
|---|------|------|------|------|------|------|------|------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 52 | 27 | 5 | 17 | 38 | 11 | 6 | 7 |
| A-List Cleaning & Transportation | 11 | 11 | 3 | 7 | 21 | 5 | 1 | 3 |
| Bethesda Medical Transportation | 3 | 17 | 6 | 19 | 25 | 12 | 10 | 25 |
| Cincinnati Medical Transportation | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 |
| Elite Xpress Transportation LLC | 38 | 16 | 2 | 15 | 19 | 3 | 3 | 0 |
| I Care Transportation LLC | 12 | 6 | 6 | 9 | 16 | 2 | 2 | 8 |
| LCD Agency Services | 12 | 4 | 0 | 4 | 16 | 7 | 7 | 4 |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 30 | 8 | 3 | 9 | 9 | 4 | 9 | 31 |
| Meda-Care Transportation, Inc. | 4 | 3 | 0 | 4 | 2 | 0 | 1 | 6 |
| Ny's Transportation | 10 | 9 | 1 | 1 | 2 | 1 | 0 | 0 |
| Premier Transportation Solutions | 0 | 0 | 0 | 0 | 1 | 8 | 2 | 3 |
| Queen City Medical Transport | 0 | 1 | 1 | 1 | 3 | 1 | 1 | 2 |
| R Chappell Transportation | 12 | 10 | 1 | 3 | 4 | 1 | 2 | 4 |
| Redwood/Easterseals | 2 | 3 | 2 | 3 | 2 | 1 | 0 | 0 |
| Shaddai Transportation LLC | 0 | 0 | 5 | 10 | 10 | 14 | 2 | 8 |
| T & R Transportation | 0 | 0 | 0 | 0 | 2 | 4 | 2 | 2 |
| Timmons Tender Care | 20 | 14 | 0 | 5 | 7 | 0 | 4 | 6 |
| Traveling Seniors Transportation | 14 | 6 | 1 | 5 | 8 | 4 | 1 | 3 |
| Up and Walk Transportation | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 |

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

| Overall Percentage | | | | | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | 70.0% | 100.0% | 100.0% | 100.0% | 98.9% | 94.0% | 95.7% | 100.0% |
| A Miracle Home Care | 93.3% | 94.5% | 93.3% | 94.3% | 96.7% | 96.7% | 96.8% | 95.7% |
| Always There Healthcare LLC | 85.3% | 93.9% | 87.3% | 94.5% | 93.0% | 98.4% | 93.9% | 98.8% |
| Amaramedical Health Care Services, Inc. | 93.3% | 93.5% | 94.8% | 95.2% | 92.4% | 92.0% | 97.0% | 90.2% |
| Assisted Care by Black Stone of CIN | 90.6% | 89.9% | 80.0% | 87.1% | 94.4% | 93.9% | 98.5% | 96.7% |
| Comfort and Care Home Health Agency, Inc. | 90.0% | 40.0% | No Data | No Data | 95.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 79.2% | 90.2% | 84.1% | 70.0% | 64.0% | 91.1% | 81.5% | 78.0% |
| Hillebrand Home Health | 99.5% | 100.0% | 98.8% | 92.9% | 98.9% | 97.7% | 99.2% | 97.3% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 95.6% | 95.2% | 97.2% | 95.7% | 99.0% | 98.5% | 96.0% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 95.8% | 98.3% | 98.5% | 100.0% |
| Nova Home Care | 82.3% | 76.8% | 90.4% | 92.7% | 93.6% | 98.9% | 97.7% | 93.0% |
| Prime Home Care, LLC | 100.0% | 78.3% | 0.0% | 100.0% | 95.0% | 90.0% | 100.0% | 98.0% |
| Quality Care | 92.9% | 92.3% | 93.1% | 90.3% | 95.8% | 94.5% | 94.3% | 91.2% |
| Right at Home | No Data | 100.0% | 89.8% | 85.4% | 94.4% | 95.1% | 93.1% | 92.8% |
| SH of Southern Ohio LLC | 93.6% | 94.0% | 67.2% | 83.8% | 97.4% | 96.3% | 91.0% | 93.6% |
| Superior Home Care, Inc. | 99.7% | 93.8% | 98.3% | 94.1% | 96.2% | 99.2% | 98.3% | 96.6% |
| Western Hills Home Care | 70.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Are the people at [HCA Service Provider] responsive? | | | | | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|
| Historical Average: 90.2% | | | | | | | | |
| ½ Historical Standard Deviation: 5.4% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 93.2% | 94.6% | 94.6% | 95.3% | 96.6% | 97.3% | 97.3% | 96.9% |
| Always There Healthcare LLC | 85.7% | 100.0% | 100.0% | 90.0% | 100.0% | 95.7% | 92.0% | 100.0% |
| Amaramedical Health Care Services, Inc. | 85.7% | 87.0% | 100.0% | 95.2% | 93.1% | 90.9% | 94.1% | 88.9% |
| Assisted Care by Black Stone of CIN | 90.2% | 90.2% | 72.7% | 78.3% | 100.0% | 85.7% | 100.0% | 92.9% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 100.0% | 80.0% | 83.3% | 100.0% | 60.0% | 87.5% | 77.8% | 75.0% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.2% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 96.8% | 100.0% | 96.0% | 100.0% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 85.7% | 62.5% | 85.0% | 95.2% | 94.9% | 100.0% | 100.0% | 95.7% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 97.1% | 97.1% | 94.4% | 90.6% | 98.2% | 94.4% | 95.2% | 94.1% |
| Right at Home | No Data | 100.0% | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% | 96.0% |
| SH of Southern Ohio LLC | 94.1% | 89.5% | 58.3% | 84.2% | 95.5% | 100.0% | 93.8% | 92.6% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 100.0% | 95.2% | 97.6% | 100.0% | 97.7% | 100.0% |
| Western Hills Home Care | No Data | No Data | 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

Hamilton County ESP

Home Care Assistance SASI Scores

| 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% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 91.3% | 96.1% | 92.9% | 94.1% | 97.5% | 97.3% | 98.3% | 96.5% |
| Always There Healthcare LLC | 80.0% | 100.0% | 100.0% | 100.0% | 94.1% | 95.7% | 96.2% | 100.0% |
| Amaramedical Health Care Services, Inc. | 92.3% | 82.6% | 81.8% | 88.2% | 96.4% | 86.4% | 93.5% | 90.5% |
| Assisted Care by Black Stone of CIN | 84.6% | 80.0% | 72.7% | 71.4% | 85.2% | 85.7% | 97.0% | 92.3% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 75.0% | 80.0% | 80.0% | 100.0% | 60.0% | 87.5% | 77.8% | 66.7% |
| Hillebrand Home Health | 100.0% | 100.0% | 93.8% | 90.9% | 100.0% | 100.0% | 92.3% | 81.8% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 100.0% | 90.0% | 100.0% | 96.8% | 97.6% | 100.0% | 100.0% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 93.8% | 58.8% | 90.0% | 95.0% | 87.2% | 100.0% | 100.0% | 87.0% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 93.8% | 93.9% | 97.0% | 88.2% | 98.1% | 96.1% | 98.4% | 96.0% |
| Right at Home | No Data | 100.0% | 100.0% | 94.1% | 100.0% | 100.0% | 100.0% | 96.0% |
| SH of Southern Ohio LLC | 88.2% | 93.8% | 61.5% | 84.2% | 95.0% | 97.1% | 91.4% | 96.2% |
| Superior Home Care, Inc. | 100.0% | 95.2% | 100.0% | 95.2% | 97.7% | 98.3% | 100.0% | 97.7% |
| Western Hills Home Care | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Do you have the same aide each time? | | | | | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|
| Historical Average: 84.2% | | | | | | | | |
| ½ Historical Standard Deviation: 6.9% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0% | 85.7% | 100.0% |
| A Miracle Home Care | 87.9% | 86.2% | 88.6% | 84.2% | 92.8% | 91.9% | 93.9% | 90.7% |
| Always There Healthcare LLC | 77.8% | 91.7% | 72.7% | 90.9% | 88.2% | 96.3% | 88.9% | 93.8% |
| Amaramedical Health Care Services, Inc. | 100.0% | 92.9% | 100.0% | 95.7% | 93.5% | 93.8% | 97.1% | 96.2% |
| Assisted Care by Black Stone of CIN | 86.0% | 86.0% | 77.8% | 84.0% | 94.6% | 88.4% | 100.0% | 91.4% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | No Data | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 66.7% | 83.3% | 85.7% | No Data | 60.0% | 87.5% | 76.5% | 69.2% |
| Hillebrand Home Health | 95.0% | 100.0% | 94.7% | 92.3% | 94.7% | 90.9% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 97.0% | 95.1% | 96.2% | 88.2% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 65.0% | 73.7% | 70.8% | 92.0% | 90.5% | 98.0% | 90.0% | 85.7% |
| Prime Home Care, LLC | 100.0% | 50.0% | No Data | 100.0% | 50.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 82.5% | 83.3% | 79.5% | 89.2% | 83.6% | 87.9% | 89.4% | 83.1% |
| Right at Home | No Data | 100.0% | 42.9% | 68.4% | 74.1% | 79.3% | 73.9% | 80.0% |
| SH of Southern Ohio LLC | 84.2% | 95.2% | 69.2% | 81.8% | 96.2% | 87.8% | 91.9% | 94.1% |
| Superior Home Care, Inc. | 100.0% | 80.0% | 96.4% | 91.7% | 92.3% | 95.4% | 98.0% | 94.0% |
| Western Hills Home Care | 100.0% | No Data | 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

Hamilton County ESP

Home Care Assistance SASI Scores

| Do you like the way your aide treats you? | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 97.0% | | | | | | | | |
| ½ Historical Standard Deviation: 2.7% | | | | | | | | |
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 100.0% | 99.5% | 97.6% | 100.0% | 99.7% | 99.3% | 99.0% | 98.5% |
| Always There Healthcare LLC | 100.0% | 92.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Amaramedical Health Care Services, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 93.9% | 98.0% | 97.1% | 92.3% |
| Assisted Care by Black Stone of CIN | 98.0% | 100.0% | 85.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 83.3% | 100.0% | 100.0% | 100.0% | 80.0% | 100.0% | 94.4% | 92.3% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 92.3% | 94.7% | 100.0% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 93.8% | 100.0% | 100.0% | 97.0% | 100.0% | 100.0% | 94.1% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 90.0% | 89.5% | 100.0% | 95.8% | 100.0% | 100.0% | 96.8% | 96.4% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 100.0% | 100.0% | 100.0% | 94.6% | 98.4% | 98.3% | 100.0% | 96.6% |
| Right at Home | No Data | 100.0% | 100.0% | 94.7% | 100.0% | 96.6% | 95.8% | 96.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 84.6% | 90.9% | 100.0% | 100.0% | 91.9% | 97.1% |
| Superior Home Care, Inc. | 100.0% | 96.7% | 100.0% | 95.7% | 96.2% | 100.0% | 100.0% | 100.0% |
| Western Hills Home Care | 100.0% | No Data | 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 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0% | 100.0% | 100.0% |
| A Miracle Home Care | 95.9% | 97.9% | 94.7% | 98.1% | 97.3% | 97.1% | 96.5% | 96.6% |
| Always There Healthcare LLC | 87.5% | 92.3% | 81.8% | 100.0% | 94.1% | 100.0% | 96.3% | 100.0% |
| Amaramedical Health Care Services, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 93.9% | 98.0% | 100.0% | 88.5% |
| Assisted Care by Black Stone of CIN | 94.0% | 94.1% | 88.5% | 96.0% | 97.3% | 100.0% | 100.0% | 97.1% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 83.3% | 100.0% | 71.4% | No Data | 60.0% | 87.5% | 83.3% | 76.9% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 84.6% | 100.0% | 100.0% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 93.8% | 84.6% | 100.0% | 97.0% | 100.0% | 100.0% | 97.1% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 90.0% | 89.5% | 95.7% | 95.8% | 95.1% | 100.0% | 96.8% | 96.4% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 97.4% | 97.1% | 94.9% | 89.2% | 98.4% | 98.3% | 91.0% | 89.8% |
| Right at Home | No Data | 100.0% | 85.7% | 89.5% | 88.9% | 96.4% | 95.7% | 92.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 69.2% | 90.9% | 100.0% | 97.6% | 91.9% | 94.1% |
| Superior Home Care, Inc. | 100.0% | 100.0% | 96.6% | 95.8% | 96.2% | 100.0% | 100.0% | 100.0% |
| Western Hills Home Care | 100.0% | No Data | 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

Hamilton 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 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 96.7% | 96.3% | 94.6% | 96.3% | 97.0% | 97.8% | 95.9% | 96.6% |
| Always There Healthcare LLC | 100.0% | 92.9% | 100.0% | 90.9% | 88.9% | 96.3% | 100.0% | 100.0% |
| Amaramedical Health Care Services, Inc. | 93.8% | 100.0% | 100.0% | 95.7% | 90.9% | 90.0% | 100.0% | 92.3% |
| Assisted Care by Black Stone of CIN | 92.2% | 98.0% | 85.2% | 96.0% | 100.0% | 97.7% | 100.0% | 97.1% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 100.0% | 100.0% | 85.7% | 100.0% | 60.0% | 100.0% | 88.9% | 92.3% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 91.7% | 100.0% | 100.0% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 87.5% | 92.3% | 93.8% | 90.9% | 100.0% | 100.0% | 97.1% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 92.3% | 100.0% |
| Nova Home Care | 85.0% | 84.2% | 95.8% | 96.0% | 97.6% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 97.5% | 86.1% | 92.3% | 91.9% | 98.4% | 93.2% | 98.5% | 89.8% |
| Right at Home | No Data | 100.0% | 100.0% | 84.2% | 100.0% | 100.0% | 95.8% | 96.0% |
| SH of Southern Ohio LLC | 100.0% | 95.2% | 69.2% | 90.9% | 96.2% | 95.2% | 94.6% | 94.1% |
| Superior Home Care, Inc. | 100.0% | 96.7% | 96.6% | 95.8% | 98.1% | 100.0% | 98.0% | 96.0% |
| Western Hills Home Care | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 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 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 97.3% | 96.8% | 95.8% | 98.2% | 97.8% | 98.3% | 97.5% | 96.6% |
| Always There Healthcare LLC | 100.0% | 92.9% | 100.0% | 90.9% | 94.4% | 100.0% | 96.3% | 100.0% |
| Amaramedical Health Care Services, Inc. | 94.1% | 96.4% | 100.0% | 95.7% | 90.9% | 94.0% | 100.0% | 92.3% |
| Assisted Care by Black Stone of CIN | 96.1% | 98.0% | 85.2% | 96.0% | 97.3% | 97.7% | 100.0% | 100.0% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 83.3% | 100.0% | 83.3% | 100.0% | 80.0% | 100.0% | 83.3% | 92.3% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 92.3% | 100.0% | 100.0% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 93.8% | 100.0% | 93.8% | 93.9% | 100.0% | 96.3% | 97.1% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 92.3% | 100.0% |
| Nova Home Care | 95.0% | 84.2% | 87.5% | 92.0% | 95.2% | 100.0% | 100.0% | 100.0% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 97.5% | 100.0% | 94.9% | 97.3% | 100.0% | 98.3% | 100.0% | 93.2% |
| Right at Home | No Data | 100.0% | 100.0% | 89.5% | 96.3% | 100.0% | 95.8% | 96.0% |
| SH of Southern Ohio LLC | 100.0% | 100.0% | 76.9% | 86.4% | 100.0% | 97.6% | 94.4% | 97.1% |
| Superior Home Care, Inc. | 100.0% | 96.7% | 96.6% | 100.0% | 96.2% | 100.0% | 98.0% | 98.0% |
| Western Hills Home Care | 100.0% | No Data | 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

Hamilton County ESP

Home Care Assistance SASI Scores

| If your aide is not available, are you offered another aide? | | | | | | | | |
|--|---------|---------|---------|---------|--------|---------|--------|--------|
| Historical Average: 90.3% | | | | | | | | |
| ½ Historical Standard Deviation: 6.0% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | No Data | 100.0% | 100.0% | 100.0% | 88.9% | 100.0% | 100.0% | 100.0% |
| A Miracle Home Care | 88.2% | 95.5% | 94.5% | 96.6% | 96.8% | 97.2% | 98.3% | 97.8% |
| Always There Healthcare LLC | 57.1% | 91.7% | 72.7% | 100.0% | 93.8% | 100.0% | 84.0% | 100.0% |
| Amaramedical Health Care Services, Inc. | 84.6% | 90.0% | 72.7% | 94.7% | 86.7% | 90.9% | 96.9% | 88.9% |
| Assisted Care by Black Stone of CIN | 91.7% | 82.1% | 70.0% | 81.0% | 77.3% | 93.5% | 93.3% | 96.2% |
| Comfort and Care Home Health Agency, Inc. | No Data | 50.0% | No Data | No Data | 100.0% | No Data | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 66.7% | 75.0% | 80.0% | 100.0% | 60.0% | 85.7% | 77.8% | 69.2% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.0% | 100.0% | 91.7% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 100.0% | 100.0% | 84.6% | 96.7% | 97.6% | 100.0% | 92.6% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 75.0% | 83.3% | 100.0% | 100.0% |
| Nova Home Care | 73.3% | 73.3% | 100.0% | 86.4% | 91.9% | 95.2% | 100.0% | 90.0% |
| Prime Home Care, LLC | 100.0% | No Data | No Data | 100.0% | 100.0% | No Data | 100.0% | 80.0% |
| Quality Care | 88.2% | 93.9% | 93.9% | 97.0% | 98.1% | 94.2% | 93.4% | 91.8% |
| Right at Home | No Data | 100.0% | 100.0% | 86.7% | 100.0% | 96.3% | 95.0% | 88.0% |
| SH of Southern Ohio LLC | 80.0% | 71.4% | 63.6% | 80.0% | 94.7% | 97.3% | 84.8% | 85.2% |
| Superior Home Care, Inc. | 100.0% | 86.4% | 100.0% | 84.2% | 97.6% | 100.0% | 95.1% | 87.8% |
| Western Hills Home Care | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Is your aide dependable? | | | | | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|
| Historical Average: 89.6% | | | | | | | | |
| ½ Historical Standard Deviation: 6.4% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 85.7% | 100.0% |
| A Miracle Home Care | 93.9% | 91.5% | 89.8% | 89.8% | 96.1% | 95.1% | 95.6% | 93.1% |
| Always There Healthcare LLC | 77.8% | 92.9% | 81.8% | 90.9% | 82.4% | 100.0% | 92.6% | 93.8% |
| Amaramedical Health Care Services, Inc. | 94.1% | 96.4% | 100.0% | 95.5% | 90.9% | 90.0% | 94.1% | 88.5% |
| Assisted Care by Black Stone of CIN | 88.0% | 86.3% | 77.8% | 92.0% | 94.6% | 95.3% | 97.6% | 100.0% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | No Data | No Data | No Data | 50.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 66.7% | 100.0% | 85.7% | No Data | 60.0% | 87.5% | 77.8% | 61.5% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.5% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 100.0% | 92.3% | 100.0% | 93.9% | 100.0% | 96.3% | 93.9% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 65.0% | 73.7% | 87.5% | 91.7% | 92.9% | 98.0% | 93.5% | 85.7% |
| Prime Home Care, LLC | 100.0% | 33.3% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 82.5% | 80.0% | 92.1% | 81.1% | 88.3% | 89.5% | 84.8% | 88.1% |
| Right at Home | No Data | 100.0% | 85.7% | 68.4% | 85.2% | 86.2% | 91.7% | 92.0% |
| SH of Southern Ohio LLC | 94.7% | 95.2% | 69.2% | 72.7% | 96.2% | 92.9% | 81.1% | 88.2% |
| Superior Home Care, Inc. | 100.0% | 90.0% | 100.0% | 95.8% | 96.2% | 98.5% | 98.0% | 94.0% |
| Western Hills Home Care | 100.0% | No Data | 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

Hamilton County ESP

Home Care Assistance SASI Scores

| Would you recommend [HCA Service Provider] to a family member or friend? | | | | | | | | |
|--|---------|---------|---------|---------|--------|--------|--------|--------|
| Historical Average: 88.0% | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| ½ Historical Standard Deviation: 6.6% | | | | | | | | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| A Best Home Care, Inc. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0% | 85.7% | 100.0% |
| A Miracle Home Care | 89.1% | 90.3% | 90.2% | 90.7% | 95.6% | 95.6% | 96.2% | 93.5% |
| Always There Healthcare LLC | 87.5% | 92.3% | 63.6% | 90.9% | 94.1% | 100.0% | 92.6% | 100.0% |
| Amaramedical Health Care Services, Inc. | 88.2% | 89.3% | 93.8% | 91.3% | 93.8% | 87.8% | 96.9% | 84.0% |
| Assisted Care by Black Stone of CIN | 85.7% | 84.3% | 84.6% | 76.0% | 97.3% | 95.3% | 97.6% | 100.0% |
| Comfort and Care Home Health Agency, Inc. | 100.0% | 50.0% | No Data | No Data | 100.0% | 50.0% | 100.0% | 100.0% |
| Eastern Personnel Services, Inc. | 66.7% | 83.3% | 85.7% | 100.0% | 60.0% | 87.5% | 77.8% | 84.6% |
| Hillebrand Home Health | 100.0% | 100.0% | 100.0% | 84.6% | 100.0% | 100.0% | 100.0% | 100.0% |
| Interim HomeStyles of Greater Cincinnati, Inc. | 100.0% | 87.5% | 92.3% | 100.0% | 97.0% | 100.0% | 100.0% | 100.0% |
| LCD Home Health Agency | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Nova Home Care | 80.0% | 78.9% | 91.7% | 87.5% | 90.5% | 97.9% | 100.0% | 92.9% |
| Prime Home Care, LLC | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Quality Care | 92.5% | 91.4% | 92.1% | 83.8% | 96.7% | 94.8% | 92.5% | 89.7% |
| Right at Home | No Data | 100.0% | 100.0% | 78.9% | 100.0% | 96.6% | 87.0% | 96.0% |
| SH of Southern Ohio LLC | 94.7% | 100.0% | 50.0% | 76.2% | 100.0% | 97.6% | 94.6% | 97.1% |
| Superior Home Care, Inc. | 97.0% | 96.7% | 96.4% | 91.7% | 94.3% | 100.0% | 98.0% | 98.0% |
| Western Hills Home Care | 100.0% | No Data | 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

Hamilton County ESP

Home Delivered Meals SASI Scores

| Overall Percentage | | | | | | | | |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 98.6% | 97.8% | 95.6% | 99.2% | 99.2% | 98.7% | 98.3% | 99.7% |
| Maple Knoll Outreach Services for Seniors | 99.6% | 95.8% | 99.2% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 99.2% | 97.6% | 97.7% | 94.3% | 98.1% | 97.6% | 98.6% | 97.9% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 97.9% | 97.3% | 96.8% | 96.6% | 98.3% | 98.4% | 98.5% | 98.6% |

| Are the people at [HDM Service Provider] responsive? | | | | | | | | |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 98.5% | | | | | | | | |
| ½ Historical Standard Deviation: 1.4% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 100.0% | 100.0% | 97.6% | 100.0% | 98.7% | 100.0% | 98.4% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 97.4% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 96.8% | 97.8% | 100.0% | 100.0% | 99.1% | 99.3% | 99.1% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 98.9% | 98.6% | 99.0% | 99.0% | 99.6% | 98.9% | 98.9% |

| Are your meals good? | | | | | | | | |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 94.6% | | | | | | | | |
| ½ Historical Standard Deviation: 2.1% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 97.8% | 98.1% | 90.7% | 100.0% | 97.6% | 99.0% | 98.5% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 97.1% | 92.5% | 96.8% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 97.1% | 95.7% | 94.6% | 87.5% | 97.5% | 96.5% | 96.6% | 94.5% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 95.8% | 94.7% | 94.7% | 94.0% | 96.1% | 96.7% | 97.0% | 97.5% |

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 100.0% | 100.0% | 100.0% | 100.0% | 98.8% | 100.0% | 100.0% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 97.5% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 100.0% | 98.4% | 100.0% | 99.3% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 99.5% | 99.5% | 99.0% | 98.2% | 99.6% | 99.6% | 99.7% | 99.7% |

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 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 100.0% | 100.0% | 97.2% | 100.0% | 100.0% | 97.8% | 100.0% | 98.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 94.4% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 100.0% | 98.2% | 99.1% | 97.6% | 99.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.7% | 97.9% | 97.9% | 98.4% | 98.9% | 98.8% | 98.1% | 98.4% |

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 100.0% | 98.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 97.5% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 100.0% | 100.0% | 95.3% | 100.0% | 99.3% | 98.3% | 99.2% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 98.4% | 99.5% | 98.7% | 99.5% | 99.3% | 99.7% | 99.3% |

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 93.3% | 94.2% | 90.7% | 93.9% | 98.8% | 94.9% | 94.1% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 92.3% | 96.8% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 93.8% | 94.7% | 90.6% | 94.3% | 91.0% | 95.7% | 93.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 92.9% | 93.9% | 92.9% | 91.1% | 95.3% | 95.2% | 96.4% | 96.7% |

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 97.8% | 94.2% | 93.0% | 100.0% | 100.0% | 99.0% | 98.5% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 97.4% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 95.7% | 92.1% | 93.7% | 96.7% | 99.3% | 100.0% | 98.4% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.2% | 96.3% | 95.7% | 95.8% | 98.8% | 98.4% | 98.9% | 99.2% |

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|--|--------|---------|---------|---------|---------|---------|---------|---------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Cincinnati Area Senior Services Inc | 100.0% | No Data | No Data | 100.0% | No Data | No Data | No Data | No Data |
| Deupree Meals on Wheels | 100.0% | 98.1% | 95.3% | 100.0% | 100.0% | 99.0% | 97.1% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 97.5% | 100.0% | No Data | No Data | No Data | No Data | No Data |
| Mayerson JCC (Jewish Community Center) | 100.0% | 97.8% | 100.0% | 90.6% | 98.4% | 98.6% | 100.0% | 98.4% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.4% | 98.9% | 95.9% | 97.6% | 99.5% | 99.3% | 99.0% | 99.2% |

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

Hamilton County ESP

Medical Transportation SASI Scores

| Overall Percentage | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|
| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 98.3% | 98.9% | 98.0% | 98.2% | 98.1% | 100.0% | 98.3% | 98.6% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 99.5% | 98.7% | 99.2% | 100.0% | 99.2% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 98.9% | 100.0% | 100.0% | 100.0% | 99.4% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 98.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 98.7% |
| LCD Agency Services | 98.3% | 95.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 98.8% | 98.0% | 100.0% | No Data | No Data | No Data | 100.0% | No Data |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 99.3% |
| Meda-Care Transportation, Inc. | 95.0% | 100.0% | No Data | 95.0% | 95.0% | No Data | 80.0% | 94.7% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 50.5% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 90.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 98.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 60.0% | 97.5% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 90.9% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 99.3% | 100.0% | 98.7% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 99.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 97.5% | 95.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 98.7% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% | 100.0% |

| Can you depend on your transportation service? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 96.1% | | | | | | | | |
| ½ Historical Standard Deviation: 2.3% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 100.0% | 100.0% | 100.0% | No Data | No Data | No Data | 100.0% | No Data |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton County ESP

Medical Transportation SASI Scores

| Do you feel safe and secure during your ride? | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 98.6% | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| ½ Historical Standard Deviation: 1.4% | | | | | | | | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 100.0% | 96.3% | 100.0% | 94.1% | 97.4% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 75.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% | 100.0% |

| Do you get as much help as you need to get in/out of the vehicle? | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 97.6% | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| ½ Historical Standard Deviation: 2.5% | | | | | | | | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 96.0% | 100.0% | 100.0% | 93.8% | 94.6% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 91.3% | 91.7% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 97.2% | 100.0% | 100.0% | 100.0% | 94.1% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 75.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 92.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 96.7% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 83.3% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton 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% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 96.2% | 100.0% | 100.0% | 100.0% | 94.6% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 94.7% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 92.1% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 75.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 77.8% | 96.8% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 87.5% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 83.3% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% | 100.0% |

| Do you like the way the scheduling staff at [Transportation Service Provider] treat you? | | | | | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 96.9% | | | | | | | | |
| ½ Historical Standard Deviation: 2.2% | | | | | | | | |
| Provider Name | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 96.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton County ESP

Medical Transportation SASI Scores

| Do you like the way your driver treats you? | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 98.6% | | | | | | | | |
| ½ Historical Standard Deviation: 1.7% | | | | | | | | |
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| 360 Total Care LLC | 96.2% | 96.3% | 100.0% | 100.0% | 97.4% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% | 100.0% |

| Does the driver get you to your appointment at the scheduled time? | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 98.0% | | | | | | | | |
| ½ Historical Standard Deviation: 1.9% | | | | | | | | |
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| 360 Total Care LLC | 98.1% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 87.5% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Maple Knoll Outreach Services for Seniors | 94.1% | 100.0% | 100.0% | No Data | No Data | No Data | 100.0% | No Data |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 66.7% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 50.0% | No Data | No Data | 66.7% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 92.9% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 90.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 87.5% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton 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% | | | | | | | | |
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| 360 Total Care LLC | 100.0% | 100.0% | 80.0% | 100.0% | 100.0% | 100.0% | 100.0% | 85.7% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 96.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 100.0% |
| Meda-Care Transportation, Inc. | 50.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 0.0% | 80.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 75.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 0.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 83.3% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 100.0% | 100.0% |

| Is the ride a pleasant experience? | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|
| Historical Average: 98.0% | | | | | | | | |
| ½ Historical Standard Deviation: 1.9% | | | | | | | | |
| Provider Name | 2023 Q2 | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 | 2025 Q1 |
| 360 Total Care LLC | 96.2% | 96.3% | 100.0% | 94.1% | 97.4% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 83.3% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 80.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 88.9% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 75.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 75.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton County ESP

Medical Transportation SASI Scores

| Would you recommend [Transportation Service Provider] to a family member or friend? | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 96.8% | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
| ½ Historical Standard Deviation: 2.4% | | | | | | | | |
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| 360 Total Care LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| A-List Cleaning & Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bethesda Medical Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cincinnati Medical Transportation | No Data | 100.0% | No Data | 100.0% | No Data | 100.0% | No Data | No Data |
| Elite Xpress Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data |
| I Care Transportation LLC | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| LCD Agency Services | 100.0% | 100.0% | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and N. KY (CASS) | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meda-Care Transportation, Inc. | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Ny's Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Premier Transportation Solutions | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Queen City Medical Transport | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| R Chappell Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Redwood/Easterseals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | No Data | No Data |
| Shaddai Transportation LLC | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| T & R Transportation | No Data | No Data | No Data | No Data | 100.0% | 100.0% | 100.0% | 100.0% |
| Timmons Tender Care | 100.0% | 100.0% | No Data | 100.0% | 100.0% | No Data | 100.0% | 100.0% |
| Traveling Seniors Transportation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Up and Walk Transportation | No Data | No Data | No Data | No Data | No Data | No Data | 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

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|----------------------|-------|--------|-------|-------|-------|-------|--------|-------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Home 52 Coordination | 98.4% | 100.0% | 93.5% | 99.0% | 97.9% | 95.7% | 100.0% | 98.9% |

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|----------------------|-------|-------|-------|------|------|------|-------|-------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Home 52 Coordination | 60.0% | 13.8% | 13.3% | 4.1% | 7.3% | 9.0% | 30.1% | 30.1% |

Was scheduling your ride with the Transportation Coordination Center easy?

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|-------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Home 52 Coordination | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.1% |

Was the Transportation Coordination staff kind and courteous?

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|----------------------|--------|--------|-------|--------|--------|--------|--------|--------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Home 52 Coordination | 100.0% | 100.0% | 97.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Would you recommend home52 Transportation to a family member or friend?

| | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 |
|----------------------|--------|-------|--------|--------|--------|--------|--------|--------|
| Provider Name | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |
| Home 52 Coordination | 100.0% | 99.2% | 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.

Appendix A: Methodology for SASI Analysis

Hamilton 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 26,949 SASIs collected over a two year period from April 1, 2023 through March 31st 2025 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 2, 2023 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 |