



Butler County



Provider Quality Report

Quarter 3, 2025

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Provider Quality Report: Introduction

Butler County ESP

General Information:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan. through March).
- Market Share values represent each provider's contribution to the services performed within a county during a given quarter. The total number of service units billed for the quarter is divided among all active providers, showing the percentage of units each provider contributed to the quarter's overall billed units.

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

Provider Quality Report: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
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

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	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	11/1/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	4/15/2025

Provider	Service On Hold	Effective
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
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Active Day of Cincinnati	0	0	0	4	24	9	22	22	80
Lincoln Heights Outreach Inc.	0	0	2	0	0	0	0	0	2
Northwest Adult Services Pioneer Home Healthcare	141	114	65	65	83	41	57	25	591
Otterbein Lebanon Adult Day Service	137	113	84	198	103	86	129	103	951
Oxford Senior Citizens, Inc.	244	212	256	199	171	104	116	100	1,400
Total Billable Units	522	438	407	466	380	240	323	250	3,024

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Active Day of Cincinnati	0	0	0	0.86%	6.19%	3.76%	6.66%	8.82%
Lincoln Heights Outreach Inc.	0	0	0.49%	0	0	0	0	0
Northwest Adult Services Pioneer Home Healthcare	27.04%	26.03%	15.99%	13.95%	21.87%	17.12%	17.65%	10.02%
Otterbein Lebanon Adult Day Service	26.27%	25.68%	20.54%	42.49%	27.01%	35.70%	39.94%	41.08%
Oxford Senior Citizens, Inc.	46.69%	48.29%	62.98%	42.70%	44.93%	43.42%	35.76%	40.08%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	0	0	0	1	1	1	1	1	1
Lincoln Heights Outreach Inc.	0	0	1	0	0	0	0	0	1
Northwest Adult Services Pioneer Home Healthcare	5	6	3	5	3	2	2	2	4
Otterbein Lebanon Adult Day Service	9	9	6	9	6	4	4	4	6
Oxford Senior Citizens, Inc.	13	13	11	9	9	6	7	5	9
Total Distinct Clients Served	27	28	21	24	19	13	14	12	5

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Palco, Inc.	22,084	17,537	26,366	23,056	23,322	17,940	20,240	20,080	170,625
Total Billable Units	22,084	17,537	26,366	23,056	23,322	17,940	20,240	20,080	170,625

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
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	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Palco, Inc.	240	232	260	255	255	240	237	231	244
Total Distinct Clients Served	240	232	260	255	255	240	237	231	244

Provider Quality Report: Service Metrics

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Home Care Assistance

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
A Best Home Care, Inc.	87	83	74	78	51	42	74	41	528
A Miracle Home Care	13,600	13,962	13,530	13,460	15,692	16,112	17,806	17,768	121,929
Always There Healthcare LLC	0	0	0	0	0	0	0	7	7
Assisted Care by Black Stone of CIN	1,110	880	531	501	346	341	357	366	4,432
Comfort and Care Home Health Agency, Inc.	56	108	118	101	70	69	54	64	640
Interim HomeStyles of Greater Cincinnati, Inc.	3,462	2,521	2,449	2,089	2,217	1,894	2,108	2,026	18,765
LCD Home Health Agency	0	0	38	100	194	0	82	76	489
Nova Home Care	630	715	528	420	317	353	426	443	3,830
Prime Home Care, LLC	64	0	0	81	50	20	0	43	259
Quality Care	111	114	57	0	8	14	14	11	328
SH of Southern Ohio LLC	3,332	3,155	3,282	3,995	3,653	3,439	3,933	4,442	29,231
Superior Home Care, Inc.	86	60	40	44	44	40	48	46	407
Total Billable Units	22,537	21,597	20,646	20,869	22,640	22,322	24,900	25,332	180,843

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
A Best Home Care, Inc.	0.39%	0.38%	0.36%	0.37%	0.23%	0.19%	0.30%	0.16%	
A Miracle Home Care	60.35%	64.65%	65.53%	64.50%	69.31%	72.18%	71.51%	70.14%	
Always There Healthcare LLC	0	0	0	0	0	0	0	0.03%	
Assisted Care by Black Stone of CIN	4.93%	4.08%	2.57%	2.40%	1.53%	1.53%	1.43%	1.45%	
Comfort and Care Home Health Agency, Inc.	0.25%	0.50%	0.57%	0.48%	0.31%	0.31%	0.22%	0.25%	
Interim HomeStyles of Greater Cincinnati, Inc.	15.36%	11.67%	11.86%	10.01%	9.79%	8.48%	8.46%	8.00%	
LCD Home Health Agency	0	0	0.18%	0.48%	0.85%	0	0.33%	0.30%	
Nova Home Care	2.79%	3.31%	2.56%	2.01%	1.40%	1.58%	1.71%	1.75%	
Prime Home Care, LLC	0.28%	0	0	0.39%	0.22%	0.09%	0	0.17%	
Quality Care	0.49%	0.53%	0.28%	0	0.03%	0.06%	0.05%	0.04%	
SH of Southern Ohio LLC	14.78%	14.61%	15.90%	19.14%	16.14%	15.41%	15.80%	17.54%	
Superior Home Care, Inc.	0.38%	0.28%	0.19%	0.21%	0.19%	0.18%	0.19%	0.18%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	2	3	2	1	3	2	5	3	3
A Miracle Home Care	431	431	431	446	529	556	621	631	510
Always There Healthcare LLC	0	0	0	0	0	0	0	2	2
Assisted Care by Black Stone of CIN	30	26	17	16	14	11	10	11	17
Comfort and Care Home Health Agency, Inc.	4	8	13	7	3	5	2	4	6
Interim HomeStyles of Greater Cincinnati, Inc.	88	87	81	76	85	82	79	80	82
LCD Home Health Agency	0	0	2	8	15	0	5	5	7
Nova Home Care	13	15	15	11	9	9	9	8	11
Prime Home Care, LLC	3	0	0	3	1	1	0	3	2
Quality Care	4	3	3	0	1	1	1	1	2
SH of Southern Ohio LLC	131	132	163	170	166	159	186	195	163
Superior Home Care, Inc.	3	3	1	1	1	1	1	1	2
Total Distinct Clients Served	709	708	728	739	827	827	919	944	78

Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	3,987	3,901	3,831	3,642	4,186	4,093	4,210	4,180	32,029
Total Billable Units	3,987	3,901	3,831	3,642	4,186	4,093	4,210	4,180	32,029

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,415	1,391	1,315	1,254	1,496	1,519	1,476	1,457	1,415
Total Distinct Clients Served	1,415	1,391	1,315	1,254	1,496	1,519	1,476	1,457	1,415

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Mayerson JCC (Jewish Community Center)	2,363	6,778	8,747	8,886	10,691	5,693	203	0	43,361
Meals on Wheels of SW Ohio and Northern Kentucky	39,981	37,919	36,851	35,435	37,017	35,281	40,758	41,946	305,188
Oxford Senior Citizens, Inc.	2,466	2,575	2,478	2,420	2,548	2,137	2,259	2,473	19,356
Partners in Prime	33,076	30,897	27,695	26,884	25,733	25,224	25,029	24,300	218,838
Warren County Community Service	31,193	29,578	27,800	27,688	27,114	25,525	26,799	28,337	224,034
Total Billable Units	109,079	107,747	103,571	101,313	103,103	93,860	95,048	97,056	810,777

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	2.17%	6.29%	8.45%	8.77%	10.37%	6.07%	0.21%	0
Meals on Wheels of SW Ohio and Northern Kentucky	36.65%	35.19%	35.58%	34.98%	35.90%	37.59%	42.88%	43.22%
Oxford Senior Citizens, Inc.	2.26%	2.39%	2.39%	2.39%	2.47%	2.28%	2.38%	2.55%
Partners in Prime	30.32%	28.68%	26.74%	26.54%	24.96%	26.87%	26.33%	25.04%
Warren County Community Service	28.60%	27.45%	26.84%	27.33%	26.30%	27.19%	28.20%	29.20%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	69	130	149	163	193	164	14	0	126
Meals on Wheels of SW Ohio and Northern Kentucky	648	625	606	580	577	645	649	677	626
Oxford Senior Citizens, Inc.	47	49	48	47	45	42	41	46	46
Partners in Prime	526	474	440	414	404	417	399	378	432
Warren County Community Service	481	460	433	419	397	413	410	444	432
Total Distinct Clients Served	1,771	1,738	1,676	1,623	1,616	1,681	1,513	1,545	338

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
101 Mobility Cincinnati	0	0	2	1	0	24	18	36	81
American Ramp Systems	58	63	50	58	43	44	42	41	399
Bernens Medical	131	125	128	104	111	96	103	93	891
Home First	3	6	4	5	5	4	3	1	31
Janz Medical Supply	0	0	0	5	6	7	8	0	26
Mullaney's Pharmacy & Home Health Care	28	8	0	0	0	0	0	0	36
Stateline Medical Equipment	3	6	3	7	7	5	2	9	42
Total Billable Units	223	208	187	180	172	180	176	180	1,506

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
101 Mobility Cincinnati	0	0	1.07%	0.56%	0	13.33%	10.23%	20.00%
American Ramp Systems	26.01%	30.29%	26.74%	32.22%	25.00%	24.44%	23.86%	22.78%
Bernens Medical	58.74%	60.10%	68.45%	57.78%	64.53%	53.33%	58.52%	51.67%
Home First	1.35%	2.88%	2.14%	2.78%	2.91%	2.22%	1.70%	0.56%
Janz Medical Supply	0	0	0	2.78%	3.49%	3.89%	4.55%	0
Mullaney's Pharmacy & Home Health Care	12.56%	3.85%	0	0	0	0	0	0
Stateline Medical Equipment	1.35%	2.88%	1.60%	3.89%	4.07%	2.78%	1.14%	5.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	1	1	0	5	7	17	6
American Ramp Systems	23	24	19	20	19	19	17	14	19
Bernens Medical	77	74	81	73	70	62	58	60	69
Home First	3	5	4	5	5	4	3	1	4
Janz Medical Supply	0	0	0	5	5	7	7	0	6
Mullaney's Pharmacy & Home Health Care	23	6	0	0	0	0	0	0	15
Stateline Medical Equipment	3	5	3	7	6	4	2	9	5
Total Distinct Clients Served	129	114	108	111	105	101	94	101	20

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	3	2	5
American Ramp Systems	0	0	0	0	1	2	0	0	3
Arrow Heating Cooling and Home Maintenance, LLC	2	2	3	0	5	4	1	0	17
Custom Home Elevator & Lift Co. Inc.	5	5	2	2	2	2	2	0	20
Home First	3	7	6	3	2	7	3	2	33
HomeCare Mattress Inc.	1	0	0	2	2	1	0	0	6
MedAdapt Ltd.	37	29	21	32	30	18	26	18	211
Stateline Medical Equipment	19	12	8	22	10	8	11	5	95
Tri-State Maintenance	17	5	13	15	5	11	13	8	87
Total Billable Units	84	60	53	76	57	53	59	35	477

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
101 Mobility Cincinnati	0	0	0	0	0	0	5.08%	5.71%
American Ramp Systems	0	0	0	0	1.75%	3.77%	0	0
Arrow Heating Cooling and Home Maintenance, LLC	2.38%	3.33%	5.66%	0	8.77%	7.55%	1.69%	0
Custom Home Elevator & Lift Co. Inc.	5.95%	8.33%	3.77%	2.63%	3.51%	3.77%	3.39%	0
Home First	3.57%	11.67%	11.32%	3.95%	3.51%	13.21%	5.08%	5.71%
HomeCare Mattress Inc.	1.19%	0	0	2.63%	3.51%	1.89%	0	0
MedAdapt Ltd.	44.05%	48.33%	39.62%	42.11%	52.63%	33.96%	44.07%	51.43%
Stateline Medical Equipment	22.62%	20.00%	15.09%	28.95%	17.54%	15.09%	18.64%	14.29%
Tri-State Maintenance	20.24%	8.33%	24.53%	19.74%	8.77%	20.75%	22.03%	22.86%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	1	2	2
American Ramp Systems	0	0	0	0	1	2	0	0	2
Arrow Heating Cooling and Home Maintenance, LLC	2	2	3	0	5	4	1	0	3
Custom Home Elevator & Lift Co. Inc.	5	5	2	2	2	2	2	0	3
Home First	3	7	6	3	2	6	3	2	4
HomeCare Mattress Inc.	1	0	0	2	2	1	0	0	2
MedAdapt Ltd.	35	27	21	30	28	18	25	18	25
Stateline Medical Equipment	19	12	8	22	10	8	11	5	12
Tri-State Maintenance	17	5	13	15	5	11	13	8	11
Total Distinct Clients Served	82	58	53	74	55	52	56	35	9

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Oxford Senior Citizens, Inc.	7	11	16	8	4	5	4	6	61
Partners in Prime	997	903	1,063	1,049	1,157	1,162	1,002	970	8,301
Total Billable Units	1,004	914	1,078	1,057	1,161	1,167	1,006	976	8,362

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Oxford Senior Citizens, Inc.	0.72%	1.23%	1.44%	0.73%	0.32%	0.41%	0.42%	0.64%	
Partners in Prime	99.28%	98.77%	98.56%	99.27%	99.68%	99.59%	99.58%	99.36%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	4	4	6	5	2	3	4	4	4
Partners in Prime	240	232	241	229	238	248	233	219	235
Total Distinct Clients Served	244	236	247	234	240	251	237	223	120



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Major Housecleaning

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	7	2	0	3	3	4	2	1	22
Total Billable Units	7	2	0	3	3	4	2	1	22

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Home First	100.00%	100.00%	0	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	0	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	7	2	0	3	3	4	2	1	3
Total Distinct Clients Served	7	2	0	3	3	4	2	1	3

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	20	7	0	0	0	0	0	0	27
Milts Termite & Pest Control	47	49	31	26	34	33	21	30	271
Total Billable Units	67	56	31	26	34	33	21	30	298

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	29.85%	12.50%	0	0	0	0	0	0
Milts Termite & Pest Control	70.15%	87.50%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	10	3	0	0	0	0	0	0	7
Milts Termite & Pest Control	21	20	17	14	15	15	12	13	16
Total Distinct Clients Served	31	23	17	14	15	15	12	13	14

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Kemper Shuttle Services	29	22	46	24	33	16	16	27	213
Meda-Care Transportation, Inc.	816	896	638	737	764	825	939	847	6,462
Oxford Senior Citizens, Inc.	8	3	6	4	4	10	8	12	55
Partners in Prime	992	967	997	991	940	727	583	329	6,526
Transport-U Transportation, LLC	258	241	245	249	187	163	191	192	1,726
Universal Transportation Systems	229	41	0	0	0	0	0	0	270
Valley Transport LLC	934	808	763	618	737	546	394	409	5,209
Warren County Community Service	166	171	191	137	126	183	257	226	1,457
Total Billable Units	3,432	3,149	2,886	2,760	2,791	2,470	2,388	2,042	21,918

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	0.84%	0.70%	1.59%	0.87%	1.18%	0.65%	0.67%	1.32%
Meda-Care Transportation, Inc.	23.78%	28.45%	22.11%	26.70%	27.37%	33.40%	39.32%	41.48%
Oxford Senior Citizens, Inc.	0.23%	0.10%	0.21%	0.14%	0.14%	0.40%	0.34%	0.59%
Partners in Prime	28.90%	30.71%	34.55%	35.91%	33.68%	29.43%	24.41%	16.11%
Transport-U Transportation, LLC	7.52%	7.65%	8.49%	9.02%	6.70%	6.60%	8.00%	9.40%
Universal Transportation Systems	6.67%	1.30%	0	0	0	0	0	0
Valley Transport LLC	27.21%	25.66%	26.44%	22.39%	26.41%	22.11%	16.50%	20.03%
Warren County Community Service	4.84%	5.43%	6.62%	4.96%	4.51%	7.41%	10.76%	11.07%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Kemper Shuttle Services	6	8	6	4	6	3	3	2	5
Meda-Care Transportation, Inc.	59	66	60	61	60	60	68	61	62
Oxford Senior Citizens, Inc.	4	2	2	2	1	3	3	5	3
Partners in Prime	97	98	95	90	86	76	65	47	82
Transport-U Transportation, LLC	19	18	19	19	17	16	13	16	17
Universal Transportation Systems	26	5	0	0	0	0	0	0	16
Valley Transport LLC	65	69	72	73	73	59	49	46	63
Warren County Community Service	19	23	18	20	13	18	17	19	18
Total Distinct Clients Served	295	289	272	269	256	235	218	196	35

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	1	1	1	1	1	0	0	0
A Miracle Home Care	160	176	194	193	227	253	262	303
Assisted Care by Black Stone of CIN	14	13	5	10	5	10	7	4
Comfort and Care Home Health Agency, Inc.	3	5	3	3	6	3	1	1
Interim HomeStyles of Greater Cincinnati, Inc.	45	31	46	32	43	53	39	34
LCD Home Health Agency	0	0	0	2	2	1	1	1
Nova Home Care	6	8	6	6	6	3	7	5
Prime Home Care, LLC	2	0	0	0	3	0	1	0
Quality Care	2	1	4	0	0	0	0	1
SH of Southern Ohio LLC	49	55	53	63	73	71	79	90
Superior Home Care, Inc.	2	1	1	0	1	0	1	0

Home Delivered Meals								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	4	25	60	55	65	55	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	210	269	223	271	255	266	281	285
Oxford Senior Citizens, Inc.	13	18	18	20	19	14	23	23
Partners in Prime	209	181	181	204	197	203	178	187
Warren County Community Service	164	164	178	179	178	157	186	171

Medical Transportation								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	7	3	6	6	5	2	6	2
Meda-Care Transportation, Inc.	33	26	36	42	47	34	34	37
Oxford Senior Citizens, Inc.	3	3	4	3	3	1	4	4
Partners in Prime	41	47	48	47	47	56	39	33
Transport-U Transportation, LLC	12	8	11	5	9	8	11	6
Universal Transportation Systems	20	1	0	0	0	0	0	0
Valley Transport LLC	26	33	25	33	37	39	30	31
Warren County Community Service	13	13	17	16	10	15	9	13

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	90.0%	90.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	95.2%	97.5%	97.3%	98.1%	97.3%	98.5%	98.2%	98.3%
Assisted Care by Black Stone of CIN	90.8%	94.8%	90.5%	100.0%	95.5%	97.8%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	86.7%	39.7%	100.0%	86.7%	73.3%	80.0%	100.0%	40.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.1%	98.1%	95.5%	98.6%	97.3%	95.6%	95.9%	99.3%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	98.0%
Prime Home Care, LLC	55.0%	No Data	No Data	No Data	80.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	93.3%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	94.0%	86.4%	85.6%	95.7%	79.1%	94.9%	93.9%	96.7%
Superior Home Care, Inc.	100.0%	100.0%	80.0%	No Data	100.0%	No Data	100.0%	No Data

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	95.6%	97.4%	99.4%	98.1%	98.4%	99.5%	98.2%	98.8%
Assisted Care by Black Stone of CIN	100.0%	83.3%	75.0%	100.0%	100.0%	87.5%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	100.0%	66.7%	66.7%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	100.0%	97.3%	100.0%	96.9%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	92.1%	87.8%	85.7%	96.1%	69.0%	94.9%	96.9%	96.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler 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%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	93.3%	98.7%	98.9%	100.0%	99.0%	100.0%	97.8%	98.1%
Assisted Care by Black Stone of CIN	60.0%	81.8%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	50.0%	100.0%	100.0%	83.3%	66.7%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	92.1%	96.4%	92.5%	100.0%	97.2%	97.5%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	97.4%	91.5%	86.4%	94.4%	72.6%	95.1%	91.0%	94.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	91.1%	90.9%	90.6%	95.8%	94.6%	96.8%	96.2%	96.3%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.6%	93.3%	97.8%	100.0%	97.7%	96.2%	97.4%	97.1%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	87.2%	77.8%	77.6%	91.9%	71.0%	92.9%	88.6%	95.6%
Superior Home Care, Inc.	100.0%	100.0%	0.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler 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%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	98.8%	99.4%	100.0%	99.0%	99.1%	99.2%	99.2%	99.3%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%	97.7%	100.0%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	97.9%	92.6%	93.9%	100.0%	88.9%	98.6%	98.7%	97.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	98.8%	99.4%	97.9%	98.4%	98.2%	98.4%	98.9%	98.7%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%	97.6%	96.2%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	95.7%	88.9%	91.7%	98.4%	87.5%	98.6%	98.7%	98.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	96.2%	98.3%	95.9%	97.4%	96.9%	97.6%	98.1%	98.3%
Assisted Care by Black Stone of CIN	92.9%	91.7%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.6%	100.0%	97.8%	100.0%	97.7%	94.3%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	97.9%	87.0%	89.8%	96.8%	88.7%	95.7%	96.2%	96.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

Does your aide do the things you ask them to do?

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	95.6%	98.9%	97.9%	97.4%	97.3%	98.8%	98.5%	98.7%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%	100.0%	96.2%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	97.9%	90.7%	93.9%	98.4%	88.9%	97.1%	98.7%	97.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler 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%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	0.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	94.5%	98.6%	99.4%	99.3%	98.9%	99.0%	98.6%	98.0%
Assisted Care by Black Stone of CIN	62.5%	100.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	0.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	82.9%	90.9%	80.0%	85.7%	92.9%	90.9%	76.7%	96.2%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	33.3%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	90.5%	81.0%	80.0%	88.9%	69.5%	89.5%	90.3%	95.9%
Superior Home Care, Inc.	100.0%	100.0%	0.0%	No Data	100.0%	No Data	100.0%	No Data

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	93.8%	96.6%	96.4%	97.4%	94.3%	96.8%	97.7%	98.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	100.0%	97.8%	100.0%	95.3%	92.5%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%
Prime Home Care, LLC	0.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	89.4%	81.5%	82.0%	93.5%	76.4%	89.9%	89.9%	95.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
A Miracle Home Care	94.3%	96.6%	96.4%	98.4%	96.0%	98.4%	98.5%	98.3%
Assisted Care by Black Stone of CIN	92.9%	90.9%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%	100.0%	92.5%	97.4%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
SH of Southern Ohio LLC	93.6%	84.9%	75.5%	98.4%	78.9%	97.1%	89.9%	97.8%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data

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

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	90.6%	100.0%	97.8%	97.9%	98.5%	99.8%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.3%	98.7%	97.6%	98.1%	98.7%	99.0%	99.3%	98.5%
Oxford Senior Citizens, Inc.	99.0%	96.2%	94.9%	99.3%	100.0%	97.3%	97.8%	98.4%
Partners in Prime	95.8%	98.7%	96.8%	98.0%	98.4%	99.0%	98.5%	98.0%
Warren County Community Service	96.8%	97.7%	98.2%	98.7%	98.9%	98.5%	99.6%	99.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.4%	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Provider Name								
Mayerson JCC (Jewish Community Center)	75.0%	100.0%	98.0%	100.0%	100.0%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.6%	99.5%	98.8%	99.6%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.6%	99.3%	99.3%	99.4%	98.7%	98.2%	98.7%	99.3%
Warren County Community Service	98.4%	100.0%	100.0%	100.0%	99.3%	99.2%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.1%	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Provider Name								
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	98.3%	94.5%	98.5%	98.1%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	94.3%	97.8%	95.5%	97.0%	99.2%	98.1%	98.6%	96.1%
Oxford Senior Citizens, Inc.	100.0%	93.8%	88.9%	100.0%	100.0%	100.0%	95.7%	95.7%
Partners in Prime	93.8%	98.3%	94.4%	96.5%	97.4%	99.0%	96.6%	96.3%
Warren County Community Service	94.5%	95.7%	96.6%	97.8%	98.3%	96.8%	100.0%	98.2%

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

Butler 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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.3%	97.7%	99.6%	99.6%	100.0%	99.6%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.5%	100.0%	100.0%	100.0%	99.5%	99.5%	99.4%	100.0%
Warren County Community Service	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	98.1%	98.0%	100.0%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	99.0%	99.2%	99.1%	100.0%	100.0%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.8%	100.0%	99.4%	100.0%	99.4%	99.4%	99.3%	99.4%
Warren County Community Service	99.2%	100.0%	100.0%	99.3%	99.3%	99.2%	99.4%	100.0%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	98.2%	98.5%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.6%	100.0%	98.5%	100.0%	99.6%	99.6%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
Partners in Prime	97.1%	99.4%	98.3%	98.5%	98.5%	100.0%	100.0%	98.9%
Warren County Community Service	98.8%	99.4%	99.4%	100.0%	99.4%	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

Butler 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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	93.3%	94.5%	93.8%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	93.8%	97.0%	93.7%	95.2%	95.2%	96.2%	96.8%	95.4%
Oxford Senior Citizens, Inc.	100.0%	81.3%	81.3%	94.7%	100.0%	85.7%	91.3%	95.7%
Partners in Prime	89.4%	95.0%	91.0%	94.1%	96.4%	97.0%	94.4%	93.0%
Warren County Community Service	91.4%	92.1%	93.2%	95.0%	97.7%	94.3%	97.3%	97.1%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	75.0%	100.0%	96.7%	100.0%	98.5%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	94.8%	97.8%	98.2%	97.8%	98.0%	98.9%	100.0%	98.9%
Oxford Senior Citizens, Inc.	92.3%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	95.7%
Partners in Prime	95.7%	97.8%	95.6%	97.0%	99.0%	100.0%	99.4%	98.4%
Warren County Community Service	95.7%	96.3%	97.2%	98.9%	98.3%	99.4%	100.0%	98.8%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	75.0%	100.0%	98.3%	98.2%	98.5%	100.0%	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.1%	98.5%	97.3%	98.5%	99.2%	98.9%	100.0%	98.9%
Oxford Senior Citizens, Inc.	100.0%	94.4%	94.4%	100.0%	100.0%	100.0%	95.7%	100.0%
Partners in Prime	94.7%	99.4%	96.7%	98.0%	98.5%	99.0%	100.0%	98.9%
Warren County Community Service	96.3%	98.8%	98.9%	98.9%	98.9%	98.7%	100.0%	99.4%

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

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	97.1%	90.0%	88.0%	96.0%	100.0%	100.0%	85.0%	100.0%
Meda-Care Transportation, Inc.	96.7%	97.7%	98.1%	98.8%	98.8%	98.4%	99.4%	99.7%
Oxford Senior Citizens, Inc.	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	98.0%	98.3%
Universal Transportation Systems	75.1%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	93.5%	90.9%	95.5%	99.3%	95.0%	96.4%	99.6%	96.8%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	100.0%	100.0%	100.0%	95.3%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	57.9%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	88.5%	84.4%	95.5%	100.0%	94.1%	94.3%	100.0%	92.9%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.7%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	94.7%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	93.8%	95.5%	100.0%	100.0%	97.2%	100.0%	100.0%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	96.2%	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Universal Transportation Systems	89.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	96.2%	90.6%	95.5%	100.0%	97.1%	97.2%	96.2%	96.4%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	96.2%	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	89.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	96.2%	90.6%	95.5%	100.0%	97.1%	97.2%	100.0%	96.4%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	85.7%	66.7%	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	100.0%	96.8%	100.0%	100.0%	96.8%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	68.4%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	88.5%	90.6%	90.9%	100.0%	97.1%	100.0%	100.0%	100.0%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	96.9%	95.5%	100.0%	97.1%	100.0%	100.0%	96.4%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.9%	100.0%	100.0%	97.6%	97.7%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Universal Transportation Systems	73.7%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	92.3%	90.6%	100.0%	96.7%	97.1%	97.2%	100.0%	92.9%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	93.9%	96.2%	90.3%	97.6%	95.3%	96.8%	100.0%	97.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Universal Transportation Systems	52.6%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	76.9%	87.5%	95.5%	96.8%	88.2%	88.9%	100.0%	96.4%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	80.0%	80.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	92.3%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.9%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	96.9%	95.5%	100.0%	94.1%	97.2%	100.0%	100.0%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	85.7%	66.7%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Meda-Care Transportation, Inc.	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	52.6%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	96.2%	87.1%	95.5%	100.0%	88.2%	94.4%	100.0%	96.4%
Warren County Community Service	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Appendix A: Methodology for SASI Analysis

Butler 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 totaling 1,227 SASIs collected from July 1st, 2025 through September 30th, 2025 were aggregated for one calendar quarter 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 4, 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