



Clinton County



Provider Quality Report

Quarter 3, 2025

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Provider Quality Report: Introduction

Clinton County ESP

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).
- 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

SASI Scoring:

SASI scores consist of smaller sample sizes which may impact provider scores.

Provider Quality Report: Provider Activity

Clinton 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
Heavenly Helpers	Home Care Assistance	7/5/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
A Best Home Care, Inc.	Home Care Assistance	8/29/2025
A Miracle Home Care	Home Care Assistance	8/29/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Extended Family Home Health Services	Adult Day Care	10/1/2025
Extended Family Home Health Services	Home Care Assistance	10/1/2025
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	10/1/2023
Nova Home Care Co.	Home Care Assistance	8/29/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025
Katys Home Health Care LLC	Home Care Assistance	7/8/2025

Provider Quality Report: Service Metrics

Clinton 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
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	9	11	20
Total Billable Units	0	0	0	0	0	0	9	11	20

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	100.00%	100.00%
Total Market Share	0	0	0	0	0	0	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
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	1	1	1
Total Distinct Clients Served	0	0	0	0	0	0	1	1	1

Provider Quality Report: Service Metrics

Clinton 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.	1,850	1,499	2,158	1,893	1,643	1,406	1,693	2,444	14,586
Total Billable Units	1,850	1,499	2,158	1,893	1,643	1,406	1,693	2,444	14,586

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.	18	21	26	22	23	26	33	39	26
Total Distinct Clients Served	18	21	26	22	23	26	33	39	26

Provider Quality Report: Service Metrics

Clinton County ESP

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 Miracle Home Care	0	0	0	0	0	0	0	11	11
AnswerCare LLC	0	0	0	0	0	0	0	133	133
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	0	59	59
First Community Health Services, LLC	24	37	98	163	147	124	143	184	918
Gabriels Angels Homecare, LLC	2,086	1,734	2,031	1,738	1,865	1,509	1,512	1,438	13,912
Heavenly Helpers	763	530	70	0	0	0	0	0	1,363
Katys Home Health Care LLC	2,257	2,339	2,642	2,305	2,275	2,183	2,207	1,701	17,910
Senior Helpers of Dayton	0	0	4	202	213	487	248	319	1,472
Total Billable Units	5,130	4,639	4,845	4,407	4,501	4,302	4,109	3,844	35,777

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	0	0	0	0	0	0	0	0.27%
AnswerCare LLC	0	0	0	0	0	0	0	3.45%
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	0	1.53%
First Community Health Services, LLC	0.47%	0.79%	2.01%	3.69%	3.27%	2.88%	3.48%	4.77%
Gabriels Angels Homecare, LLC	40.66%	37.37%	41.92%	39.43%	41.44%	35.07%	36.80%	37.40%
Heavenly Helpers	14.88%	11.41%	1.44%	0	0	0	0	0
Katys Home Health Care LLC	43.99%	50.42%	54.54%	52.31%	50.55%	50.74%	53.70%	44.26%
Senior Helpers of Dayton	0	0	0.08%	4.57%	4.74%	11.31%	6.02%	8.31%
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 Miracle Home Care	0	0	0	0	0	0	0	5	5
AnswerCare LLC	0	0	0	0	0	0	0	10	10
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	0	11	11
First Community Health Services, LLC	1	3	7	9	5	4	4	4	5
Gabriels Angels Homecare, LLC	120	124	137	130	116	122	102	94	118
Heavenly Helpers	47	39	13	0	0	0	0	0	33
Katys Home Health Care LLC	111	111	116	103	98	97	97	86	102
Senior Helpers of Dayton	0	0	3	15	20	23	14	9	14
Total Distinct Clients Served	279	277	276	257	239	246	217	219	56

Provider Quality Report: Service Metrics

Clinton 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.	679	677	633	677	738	711	720	674	5,507
Total Billable Units	679	677	633	677	738	711	720	674	5,507

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.	231	241	220	230	256	266	252	236	242
Total Distinct Clients Served	231	241	220	230	256	266	252	236	242

Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	10,486	8,707	7,902	7,917	8,278	8,693	8,763	8,212	68,958
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	63	28	0	91
Meals on Wheels of SW Ohio and Northern Kentucky	1,211	2,167	2,812	3,259	3,196	3,527	4,315	4,501	24,988
Total Billable Units	11,697	10,874	10,714	11,176	11,474	12,283	13,106	12,713	94,037

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	89.65%	80.07%	73.75%	70.84%	72.15%	70.77%	66.86%	64.60%
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0.51%	0.21%	0
Meals on Wheels of SW Ohio and Northern Kentucky	10.35%	19.93%	26.25%	29.16%	27.85%	28.71%	32.92%	35.40%
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
Clinton County Community Action Program	154	131	117	118	119	131	135	123	129
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	1	1	0	1
Meals on Wheels of SW Ohio and Northern Kentucky	31	46	51	59	56	59	67	80	56
Total Distinct Clients Served	185	177	168	177	175	191	203	203	82

Provider Quality Report: Service Metrics

Clinton 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
Bernens Medical	19	9	7	1	3	3	0	3	45
Home First	4	11	10	6	18	10	5	6	70
Janz Medical Supply	0	0	0	0	1	5	0	0	6
Mullaney's Pharmacy & Home Health Care	0	1	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	4	0	1	5
Total Billable Units	23	21	17	7	22	22	5	10	127

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Bernens Medical	82.61%	42.86%	41.18%	14.29%	13.64%	13.64%	0	30.00%
Home First	17.39%	52.38%	58.82%	85.71%	81.82%	45.45%	100.00%	60.00%
Janz Medical Supply	0	0	0	0	4.55%	22.73%	0	0
Mullaney's Pharmacy & Home Health Care	0	4.76%	0	0	0	0	0	0
Stateline Medical Equipment	0	0	0	0	0	18.18%	0	10.00%
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
Bernens Medical	18	7	6	1	2	2	0	1	5
Home First	4	11	10	6	13	9	5	5	8
Janz Medical Supply	0	0	0	0	1	2	0	0	2
Mullaney's Pharmacy & Home Health Care	0	1	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	3	0	1	2
Total Distinct Clients Served	22	19	16	7	16	16	5	7	5

Provider Quality Report: Service Metrics

Clinton 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
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	0	1	1
Home First	1	3	1	4	1	9	7	7	33
Stateline Medical Equipment	0	0	0	0	0	0	1	1	2
Tri-State Maintenance	1	0	0	0	1	0	1	1	4
Total Billable Units	2	3	1	4	2	9	9	10	40

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	0	10.00%
Home First	50.00%	100.00%	100.00%	100.00%	50.00%	100.00%	77.78%	70.00%
Stateline Medical Equipment	0	0	0	0	0	0	11.11%	10.00%
Tri-State Maintenance	50.00%	0	0	0	50.00%	0	11.11%	10.00%
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
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	0	1	1
Home First	1	3	1	4	1	8	4	7	4
Stateline Medical Equipment	0	0	0	0	0	0	1	1	1
Tri-State Maintenance	1	0	0	0	1	0	1	1	1
Total Distinct Clients Served	2	3	1	4	2	8	6	10	2

Provider Quality Report: Service Metrics

Clinton County ESP

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	1	1	0	0	0	0	1	0	3
Total Billable Units	1	1	0	0	0	0	1	0	3

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	0	0	0	100.00%	0
Total Market Share	100.00%	100.00%	0	0	0	0	100.00%	0

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	1	1	0	0	0	0	1	0	1
Total Distinct Clients Served	1	1	0	0	0	0	1	0	1

Provider Quality Report: Service Metrics

Clinton 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
Milts Termite & Pest Control	3	2	2	1	3	0	0	0	11
Total Billable Units	3	2	2	1	3	0	0	0	11

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Milts Termite & Pest Control	100.00%	100.00%	100.00%	100.00%	100.00%	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	0	0	0

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
Milts Termite & Pest Control	2	1	1	1	1	0	0	0	1
Total Distinct Clients Served	2	1	1	1	1	0	0	0	1

Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	17	6	22	8	18	12	2	12	97
Meda-Care Transportation, Inc.	0	6	6	6	18	8	16	4	64
Valley Transport LLC	4	6	1	0	0	1	0	2	14
Warren County Community Service	18	32	34	23	25	21	31	44	228
Total Billable Units	39	50	63	37	61	42	49	62	403

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	43.59%	12.00%	34.92%	21.62%	29.51%	28.57%	4.08%	19.35%
Meda-Care Transportation, Inc.	0	12.00%	9.52%	16.22%	29.51%	19.05%	32.65%	6.45%
Valley Transport LLC	10.26%	12.00%	1.59%	0	0	2.38%	0	3.23%
Warren County Community Service	46.15%	64.00%	53.97%	62.16%	40.98%	50.00%	63.27%	70.97%
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
Clinton County Community Action Program	4	3	8	4	7	4	1	2	4
Meda-Care Transportation, Inc.	0	3	2	3	4	3	2	2	3
Valley Transport LLC	1	3	1	0	0	1	0	2	2
Warren County Community Service	3	5	5	5	5	4	7	7	5
Total Distinct Clients Served	8	14	16	12	16	12	10	13	4

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton 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
First Community Health Services, LLC	1	0	1	0	1	2	0	1
Gabriels Angels Homecare, LLC	28	21	35	47	42	34	37	34
Heavenly Helpers	6	15	4	0	0	0	0	0
Katys Home Health Care LLC	18	26	40	36	31	36	30	22
Senior Helpers of Dayton	0	0	0	1	2	7	4	2

Home Delivered Meals								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	37	35	41	36	29	41	32	34
Meals on Wheels of SW Ohio and Northern Kentucky	0	4	10	16	9	22	29	18

Medical Transportation								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	0	3	2	2	0	1	1	0
Meda-Care Transportation, Inc.	0	0	0	0	0	1	1	1
Valley Transport LLC	0	0	1	0	0	0	0	0
Warren County Community Service	1	1	1	3	1	1	2	0

Provider Quality Report: Satisfaction Metrics¹

Clinton 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
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	90.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	94.8%	94.6%	97.3%	94.7%	93.6%	90.5%	92.2%	95.3%
Heavenly Helpers	100.0%	82.6%	92.5%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	92.7%	95.8%	95.9%	91.9%	90.6%	94.4%	94.6%	91.7%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	95.0%	85.7%	65.0%	95.0%

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
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	100.0%	100.0%	100.0%	92.9%	84.8%	94.3%	94.1%
Heavenly Helpers	100.0%	92.9%	75.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	100.0%	97.2%	96.8%	97.2%	93.3%	95.2%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	71.4%	75.0%	50.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.3%	100.0%	97.0%	97.9%	95.2%	88.2%	91.7%	100.0%
Heavenly Helpers	100.0%	73.3%	75.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	96.2%	100.0%	97.1%	96.8%	91.7%	89.7%	86.4%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	71.4%	75.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 6.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	85.7%	85.0%	88.6%	85.1%	81.0%	82.4%	75.7%	73.5%
Heavenly Helpers	100.0%	80.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	72.2%	80.8%	77.5%	58.3%	61.3%	72.2%	80.0%	68.2%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	100.0%	25.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	100.0%	97.2%	96.8%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 3.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	95.2%	100.0%	97.9%	100.0%	100.0%	97.3%	100.0%
Heavenly Helpers	100.0%	93.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	96.2%	100.0%	97.2%	93.5%	100.0%	96.7%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	90.5%	100.0%	95.7%	95.2%	100.0%	94.4%	97.1%
Heavenly Helpers	100.0%	86.7%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	88.9%	96.2%	95.0%	94.4%	80.6%	88.9%	96.7%	90.5%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%

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
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	95.2%	100.0%	100.0%	100.0%	100.0%	94.6%	97.1%
Heavenly Helpers	100.0%	86.7%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	94.4%	96.2%	100.0%	97.2%	93.5%	97.2%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	50.0%	85.7%	75.0%	100.0%

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
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	91.3%	90.0%	90.3%	83.0%	81.0%	78.8%	82.4%	94.1%
Heavenly Helpers	100.0%	60.0%	75.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	94.1%	100.0%	91.9%	93.8%	93.3%	100.0%	96.6%	90.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	71.4%	75.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 6.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	95.2%	97.1%	91.5%	97.6%	85.3%	94.6%	100.0%
Heavenly Helpers	100.0%	86.7%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	88.9%	96.2%	97.4%	91.7%	96.7%	100.0%	96.7%	95.5%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	85.7%	25.0%	100.0%

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
First Community Health Services, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%
Gabriels Angels Homecare, LLC	96.4%	95.0%	100.0%	95.7%	92.9%	85.3%	97.2%	97.1%
Heavenly Helpers	100.0%	73.3%	100.0%	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	88.9%	96.2%	97.5%	94.4%	96.8%	97.1%	96.6%	90.9%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	100.0%	71.4%	75.0%	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

Clinton 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
Clinton County Community Action Program	94.9%	91.7%	97.8%	98.2%	99.1%	98.2%	98.4%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	81.3%	96.3%	94.5%	100.0%	99.4%	98.7%	97.9%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	83.8%	82.4%	90.0%	94.4%	96.6%	97.6%	93.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	25.0%	100.0%	93.3%	100.0%	100.0%	96.4%	88.9%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	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
Clinton County Community Action Program	100.0%	94.1%	100.0%	97.1%	100.0%	97.5%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	100.0%	93.8%	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

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 0.8%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	97.3%	97.1%	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	75.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%

Do you have a good choice of meals?

Historical Average: 93.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.8%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	86.5%	65.7%	97.5%	97.2%	100.0%	95.1%	93.8%	87.9%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	80.0%	81.3%	100.0%	95.5%	96.6%	100.0%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.8%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	97.3%	97.1%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	90.0%	93.8%	100.0%	100.0%	100.0%	94.4%

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

Historical Average: 97.1%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	94.6%	97.1%	97.6%	100.0%	96.6%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	50.0%	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

Clinton 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
Clinton County Community Action Program	No Data	100.0%	100.0%	90.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	80.0%	100.0%
Valley Transport LLC	No Data	No Data	80.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	0.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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

Clinton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	0.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	0.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	0.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Historical Average: 96.8%	2023	2024	2024	2024	2024	2025	2025	
½ Historical Standard Deviation: 2.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data

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

Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 108 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