



## Hamilton County



## Provider Quality Report

Quarter 3, 2025

## Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Provider Activity	4
Adult Day Service	5
Consumer Directed Care	6
Home Care Assistance	7 - 8
Electronic Monitoring System	9
Home Delivered Meals	10
Home Medical Equipment	11
Home Modification	12
Independent Living Assistance	13
Major Housecleaning	14
Pest Control	15
Transportation	16

Satisfaction Metrics	
Service	Page(s)
SASI Counts	17
Home Care Assistance	18 - 23
Home Delivered Meals	24 - 26
Medical Transportation	27 - 32
Home52 Transportation Coordination	33

Appendix A: Methodology for SASI Analysis	34
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# Provider Quality Report: Introduction

## Hamilton 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 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

## 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

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
Margaret's Heart Senior Day Center	Adult Day Service	6/2/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Vebcom LLC	Adult Day Service	8/7/2025

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

### Hamilton 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	554	416	431	381	325	259	227	167	2,758
Bayley Life ADC	716	650	669	596	549	484	570	609	4,841
Day Share Senior Services	241	176	97	90	90	62	50	40	844
Lincoln Heights Outreach Inc.	222	256	249	254	242	191	188	173	1,774
Northwest Adult Services Pioneer Home Healthcare	33	29	27	26	31	31	27	10	214
Restoration Adult Day Services, LLC	0	0	0	0	0	0	24	57	80
<b>Total Billable Units</b>	<b>1,765</b>	<b>1,527</b>	<b>1,472</b>	<b>1,346</b>	<b>1,236</b>	<b>1,027</b>	<b>1,085</b>	<b>1,055</b>	<b>10,511</b>

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Active Day of Cincinnati	31.37%	27.22%	29.26%	28.31%	26.29%	25.23%	20.89%	15.78%
Bayley Life ADC	40.55%	42.58%	45.46%	44.24%	44.38%	47.10%	52.56%	57.73%
Day Share Senior Services	13.63%	11.53%	6.56%	6.65%	7.28%	6.04%	4.56%	3.79%
Lincoln Heights Outreach Inc.	12.58%	16.77%	16.89%	18.87%	19.54%	18.61%	17.34%	16.40%
Northwest Adult Services Pioneer Home Healthcare	1.87%	1.90%	1.83%	1.93%	2.51%	3.02%	2.49%	0.95%
Restoration Adult Day Services, LLC	0	0	0	0	0	0	2.17%	5.36%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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	20	18	15	17	15	13	13	10	15
Bayley Life ADC	30	29	30	26	23	26	25	24	27
Day Share Senior Services	7	7	5	4	4	4	2	3	5
Lincoln Heights Outreach Inc.	6	9	9	7	7	7	8	7	8
Northwest Adult Services Pioneer Home Healthcare	1	1	1	2	2	1	1	1	1
Restoration Adult Day Services, LLC	0	0	0	0	0	0	4	5	5
<b>Total Distinct Clients Served</b>	<b>64</b>	<b>64</b>	<b>60</b>	<b>56</b>	<b>51</b>	<b>51</b>	<b>53</b>	<b>50</b>	<b>11</b>

## Provider Quality Report: Service Metrics

### Hamilton 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.	40,533	32,704	45,159	38,239	37,489	27,716	29,871	27,350	279,061
<b>Total Billable Units</b>	<b>40,533</b>	<b>32,704</b>	<b>45,159</b>	<b>38,239</b>	<b>37,489</b>	<b>27,716</b>	<b>29,871</b>	<b>27,350</b>	<b>279,061</b>

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%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

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.	427	407	435	440	428	399	389	351	410
<b>Total Distinct Clients Served</b>	<b>427</b>	<b>407</b>	<b>435</b>	<b>440</b>	<b>428</b>	<b>399</b>	<b>389</b>	<b>351</b>	<b>410</b>



## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Care Assistance

Billable Units									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Total Billable Units
A Best Home Care, Inc.	662	614	630	524	722	750	948	945	5,794
A Miracle Home Care	38,749	38,626	36,967	34,310	34,162	31,687	32,242	31,323	278,065
Always There Healthcare LLC	1,992	2,344	2,277	1,985	2,053	1,544	1,560	1,664	15,417
Amaramedical Health Care Services, Inc.	4,318	4,525	4,117	4,254	4,201	3,893	3,599	3,779	32,684
Assisted Care by Black Stone of CIN	4,661	3,627	3,703	3,755	3,834	3,587	3,726	3,576	30,469
Comfort and Care Home Health Agency, Inc.	193	292	303	286	231	235	203	30	1,772
Day Share Senior Services	427	334	368	374	395	325	474	604	3,300
Eastern Personnel Services, Inc.	1,302	944	621	761	1,188	988	1,055	1,848	8,706
Hillebrand Home Health	2,618	2,805	2,629	2,690	2,444	2,061	1,980	1,921	19,147
Interim HomeStyles of Greater Cincinnati, Inc.	4,074	3,130	3,085	3,168	3,011	2,474	2,436	2,266	23,642
LCD Home Health Agency	456	704	914	897	1,004	971	1,003	801	6,748
Nova Home Care	5,881	6,015	5,572	4,951	4,589	4,265	4,027	4,243	39,542
Prime Home Care, LLC	322	155	164	322	480	412	386	463	2,702
Quality Care	6,708	6,037	5,467	5,649	5,851	5,073	4,517	4,320	43,621
Right at Home	1,497	1,704	2,256	2,421	2,317	2,112	2,164	2,230	16,700
SH of Southern Ohio LLC	1,984	1,958	2,158	3,067	3,111	2,895	3,075	2,636	20,882
Superior Home Care, Inc.	4,885	4,142	4,806	4,974	4,809	4,090	4,104	3,952	35,762
Western Hills Home Care	1,131	1,089	990	1,101	1,017	765	837	828	7,757
<b>Total Billable Units</b>	<b>81,858</b>	<b>79,043</b>	<b>77,023</b>	<b>75,484</b>	<b>75,416</b>	<b>68,126</b>	<b>68,335</b>	<b>67,426</b>	<b>592,710</b>

Market Share								
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
A Best Home Care, Inc.	0.81%	0.78%	0.82%	0.69%	0.96%	1.10%	1.39%	1.40%
A Miracle Home Care	47.34%	48.87%	47.99%	45.45%	45.30%	46.51%	47.18%	46.46%
Always There Healthcare LLC	2.43%	2.96%	2.96%	2.63%	2.72%	2.27%	2.28%	2.47%
Amaramedical Health Care Services, Inc.	5.28%	5.72%	5.34%	5.63%	5.57%	5.71%	5.27%	5.60%
Assisted Care by Black Stone of CIN	5.69%	4.59%	4.81%	4.97%	5.08%	5.27%	5.45%	5.30%
Comfort and Care Home Health Agency, Inc.	0.24%	0.37%	0.39%	0.38%	0.31%	0.35%	0.30%	0.04%
Day Share Senior Services	0.52%	0.42%	0.48%	0.49%	0.52%	0.48%	0.69%	0.90%
Eastern Personnel Services, Inc.	1.59%	1.19%	0.81%	1.01%	1.57%	1.45%	1.54%	2.74%
Hillebrand Home Health	3.20%	3.55%	3.41%	3.56%	3.24%	3.03%	2.90%	2.85%
Interim HomeStyles of Greater Cincinnati, Inc.	4.98%	3.96%	4.00%	4.20%	3.99%	3.63%	3.56%	3.36%
LCD Home Health Agency	0.56%	0.89%	1.19%	1.19%	1.33%	1.43%	1.47%	1.19%
Nova Home Care	7.18%	7.61%	7.23%	6.56%	6.08%	6.26%	5.89%	6.29%
Prime Home Care, LLC	0.39%	0.20%	0.21%	0.43%	0.64%	0.60%	0.56%	0.69%
Quality Care	8.19%	7.64%	7.10%	7.48%	7.76%	7.45%	6.61%	6.41%
Right at Home	1.83%	2.16%	2.93%	3.21%	3.07%	3.10%	3.17%	3.31%
SH of Southern Ohio LLC	2.42%	2.48%	2.80%	4.06%	4.12%	4.25%	4.50%	3.91%
Superior Home Care, Inc.	5.97%	5.24%	6.24%	6.59%	6.38%	6.00%	6.01%	5.86%
Western Hills Home Care	1.38%	1.38%	1.29%	1.46%	1.35%	1.12%	1.23%	1.23%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

## Provider Quality Report: Service Metrics

### Hamilton County ESP

#### Home Care Assistance

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.	14	14	13	14	21	22	28	28	19
A Miracle Home Care	1,046	996	942	915	922	881	852	851	926
Always There Healthcare LLC	66	71	65	59	56	53	51	53	59
Amaramedical Health Care Services, Inc.	94	107	105	115	107	100	92	98	102
Assisted Care by Black Stone of CIN	141	108	99	96	95	93	91	87	101
Comfort and Care Home Health Agency, Inc.	3	4	5	5	3	3	3	2	4
Day Share Senior Services	11	9	8	8	9	10	12	16	10
Eastern Personnel Services, Inc.	32	26	19	35	50	41	40	48	36
Hillebrand Home Health	59	64	60	58	53	50	48	46	55
Interim HomeStyles of Greater Cincinnati, Inc.	88	85	84	89	83	76	69	63	80
LCD Home Health Agency	11	21	23	23	23	25	26	21	22
Nova Home Care	126	127	115	110	103	95	92	105	109
Prime Home Care, LLC	9	5	3	11	11	11	12	22	11
Quality Care	186	184	166	163	148	140	131	117	154
Right at Home	65	71	78	82	73	70	66	66	71
SH of Southern Ohio LLC	77	78	83	112	94	100	108	108	95
Superior Home Care, Inc.	163	152	172	157	138	125	118	120	143
Western Hills Home Care	31	31	30	30	29	22	23	23	27
<b>Total Distinct Clients Served</b>	<b>2,222</b>	<b>2,153</b>	<b>2,070</b>	<b>2,082</b>	<b>2,018</b>	<b>1,917</b>	<b>1,862</b>	<b>1,874</b>	<b>112</b>



## Provider Quality Report: Service Metrics

### Hamilton 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.	6,954	6,600	6,369	6,176	5,910	5,549	5,420	5,088	48,066
<b>Total Billable Units</b>	<b>6,954</b>	<b>6,600</b>	<b>6,369</b>	<b>6,176</b>	<b>5,910</b>	<b>5,549</b>	<b>5,420</b>	<b>5,088</b>	<b>48,066</b>

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%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

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.	2,428	2,357	2,206	2,124	2,083	2,056	1,913	1,821	2,124
<b>Total Distinct Clients Served</b>	<b>2,428</b>	<b>2,357</b>	<b>2,206</b>	<b>2,124</b>	<b>2,083</b>	<b>2,056</b>	<b>1,913</b>	<b>1,821</b>	<b>2,124</b>

## Provider Quality Report: Service Metrics

### Hamilton 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
Deupree Meals on Wheels	17,437	17,035	15,548	14,967	14,402	13,486	13,227	12,434	118,536
Maple Knoll Outreach Services for Seniors	8,881	120	0	0	0	0	0	0	9,001
Mayerson JCC (Jewish Community Center)	19,686	26,120	28,671	26,971	27,446	21,421	25,395	24,081	199,791
Meals on Wheels of SW Ohio and Northern Kentucky	159,637	153,126	149,800	143,275	146,118	123,519	127,485	123,096	1,126,056
<b>Total Billable Units</b>	<b>205,641</b>	<b>196,401</b>	<b>194,019</b>	<b>185,213</b>	<b>187,966</b>	<b>158,426</b>	<b>166,107</b>	<b>159,611</b>	<b>1,453,384</b>

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Deupree Meals on Wheels	8.48%	8.67%	8.01%	8.08%	7.66%	8.51%	7.96%	7.79%
Maple Knoll Outreach Services for Seniors	4.32%	0.06%	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	9.57%	13.30%	14.78%	14.56%	14.60%	13.52%	15.29%	15.09%
Meals on Wheels of SW Ohio and Northern Kentucky	77.63%	77.97%	77.21%	77.36%	77.74%	77.97%	76.75%	77.12%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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
Deupree Meals on Wheels	240	233	214	205	200	199	189	181	208
Maple Knoll Outreach Services for Seniors	165	11	0	0	0	0	0	0	88
Mayerson JCC (Jewish Community Center)	338	415	420	395	370	347	339	342	371
Meals on Wheels of SW Ohio and Northern Kentucky	2,339	2,290	2,187	2,097	1,986	1,885	1,830	1,818	2,054
<b>Total Distinct Clients Served</b>	<b>3,082</b>	<b>2,949</b>	<b>2,821</b>	<b>2,697</b>	<b>2,556</b>	<b>2,431</b>	<b>2,358</b>	<b>2,341</b>	<b>817</b>

## Provider Quality Report: Service Metrics

### Hamilton 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
American Ramp Systems	44	36	20	30	24	17	14	14	199
Bernens Medical	152	145	136	130	86	111	104	112	976
Home First	2	18	13	1	5	3	3	15	60
HomeCare Mattress Inc.	0	0	1	2	0	0	0	0	3
Janz Medical Supply	0	0	0	4	8	5	6	0	23
Mullaney's Pharmacy & Home Health Care	46	14	0	0	0	0	0	0	60
Stateline Medical Equipment	4	0	1	7	0	1	10	2	25
<b>Total Billable Units</b>	<b>248</b>	<b>213</b>	<b>171</b>	<b>174</b>	<b>123</b>	<b>137</b>	<b>137</b>	<b>143</b>	<b>1,346</b>

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
American Ramp Systems	17.74%	16.90%	11.70%	17.24%	19.51%	12.41%	10.22%	9.79%
Bernens Medical	61.29%	68.08%	79.53%	74.71%	69.92%	81.02%	75.91%	78.32%
Home First	0.81%	8.45%	7.60%	0.57%	4.07%	2.19%	2.19%	10.49%
HomeCare Mattress Inc.	0	0	0.58%	1.15%	0	0	0	0
Janz Medical Supply	0	0	0	2.30%	6.50%	3.65%	4.38%	0
Mullaney's Pharmacy & Home Health Care	18.55%	6.57%	0	0	0	0	0	0
Stateline Medical Equipment	1.61%	0	0.58%	4.02%	0	0.73%	7.30%	1.40%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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
American Ramp Systems	18	15	10	9	10	6	5	5	10
Bernens Medical	122	106	105	97	65	84	77	91	93
Home First	2	17	12	1	5	3	3	15	7
HomeCare Mattress Inc.	0	0	1	2	0	0	0	0	2
Janz Medical Supply	0	0	0	4	7	3	6	0	5
Mullaney's Pharmacy & Home Health Care	46	11	0	0	0	0	0	0	29
Stateline Medical Equipment	4	0	1	7	0	1	10	2	4
<b>Total Distinct Clients Served</b>	<b>192</b>	<b>149</b>	<b>129</b>	<b>120</b>	<b>87</b>	<b>97</b>	<b>101</b>	<b>113</b>	<b>26</b>

## Provider Quality Report: Service Metrics

### Hamilton 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	5	8
American Ramp Systems	0	0	0	0	1	2	4	5	12
Arrow Heating Cooling and Home Maintenance, LLC	1	0	0	0	2	0	0	0	3
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	1	5	1	3	14
Home First	4	2	0	4	5	9	8	7	39
HomeCare Mattress Inc.	0	0	0	2	0	0	1	0	3
MedAdapt Ltd.	34	4	0	13	9	5	3	9	77
Stateline Medical Equipment	12	6	0	12	6	10	5	10	61
Tri-State Maintenance	23	6	5	16	8	6	5	6	75
<b>Total Billable Units</b>	<b>75</b>	<b>19</b>	<b>6</b>	<b>48</b>	<b>32</b>	<b>37</b>	<b>30</b>	<b>45</b>	<b>292</b>

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	10.00%	11.11%
American Ramp Systems	0	0	0	0	3.13%	5.41%	13.33%	11.11%
Arrow Heating Cooling and Home Maintenance, LLC	1.33%	0	0	0	6.25%	0	0	0
Custom Home Elevator & Lift Co. Inc.	1.33%	5.26%	16.67%	2.08%	3.13%	13.51%	3.33%	6.67%
Home First	5.33%	10.53%	0	8.33%	15.63%	24.32%	26.67%	15.56%
HomeCare Mattress Inc.	0	0	0	4.17%	0	0	3.33%	0
MedAdapt Ltd.	45.33%	21.05%	0	27.08%	28.13%	13.51%	10.00%	20.00%
Stateline Medical Equipment	16.00%	31.58%	0	25.00%	18.75%	27.03%	16.67%	22.22%
Tri-State Maintenance	30.67%	31.58%	83.33%	33.33%	25.00%	16.22%	16.67%	13.33%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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	4	3
American Ramp Systems	0	0	0	0	1	1	2	2	2
Arrow Heating Cooling and Home Maintenance, LLC	1	0	0	0	1	0	0	0	1
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	1	5	1	3	2
Home First	4	2	0	4	5	8	7	6	5
HomeCare Mattress Inc.	0	0	0	2	0	0	1	0	2
MedAdapt Ltd.	31	4	0	13	9	5	3	9	11
Stateline Medical Equipment	11	5	0	12	6	10	5	10	8
Tri-State Maintenance	19	6	5	16	8	6	5	6	9
<b>Total Distinct Clients Served</b>	<b>67</b>	<b>18</b>	<b>6</b>	<b>48</b>	<b>31</b>	<b>35</b>	<b>25</b>	<b>40</b>	<b>6</b>

## Provider Quality Report: Service Metrics

### Hamilton 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
Jewish Family Service	143	97	205	86	106	76	31	108	850
Meals on Wheels of SW Ohio and Northern Kentucky	527	596	598	488	497	449	386	338	3,877
<b>Total Billable Units</b>	<b>670</b>	<b>693</b>	<b>803</b>	<b>573</b>	<b>602</b>	<b>525</b>	<b>417</b>	<b>446</b>	<b>4,727</b>

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Jewish Family Service	21.36%	13.94%	25.47%	14.92%	17.52%	14.52%	7.44%	24.24%
Meals on Wheels of SW Ohio and Northern Kentucky	78.64%	86.06%	74.53%	85.08%	82.48%	85.48%	92.56%	75.76%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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
Jewish Family Service	12	11	16	16	13	12	9	12	13
Meals on Wheels of SW Ohio and Northern Kentucky	56	67	73	77	76	60	58	59	66
<b>Total Distinct Clients Served</b>	<b>68</b>	<b>78</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>72</b>	<b>67</b>	<b>71</b>	<b>39</b>



# Provider Quality Report: Service Metrics

## Hamilton 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	8	5	10	3	3	2	1	1	33
Total Billable Units	8	5	10	3	3	2	1	1	33

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%	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
Home First	8	4	10	3	3	2	1	1	4
Total Distinct Clients Served	8	4	10	3	3	2	1	1	4

## Provider Quality Report: Service Metrics

### Hamilton 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.	32	20	2	0	0	0	0	0	54
Milts Termite & Pest Control	21	15	22	19	18	10	6	16	127
<b>Total Billable Units</b>	<b>53</b>	<b>35</b>	<b>24</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>6</b>	<b>16</b>	<b>181</b>

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.	60.38%	57.14%	8.33%	0	0	0	0	0
Milts Termite & Pest Control	39.62%	42.86%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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.	12	7	1	0	0	0	0	0	7
Milts Termite & Pest Control	9	9	9	8	9	4	4	10	8
<b>Total Distinct Clients Served</b>	<b>21</b>	<b>16</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>7</b>



## Provider Quality Report: Service Metrics

### Hamilton 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
home52 Transportation	12,149	11,552	11,559	10,428	9,564	7,721	7,858	7,558	78,389
<b>Total Billable Units</b>	<b>12,149</b>	<b>11,552</b>	<b>11,559</b>	<b>10,428</b>	<b>9,564</b>	<b>7,721</b>	<b>7,858</b>	<b>7,558</b>	<b>78,389</b>

Market Share								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
home52 Transportation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

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
home52 Transportation	754	737	726	720	689	613	625	612	685
<b>Total Distinct Clients Served</b>	<b>754</b>	<b>737</b>	<b>726</b>	<b>720</b>	<b>689</b>	<b>613</b>	<b>625</b>	<b>612</b>	<b>685</b>

### Hamilton 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.	2	2	12	5	7	11	10	6
A Miracle Home Care	170	219	366	413	319	327	282	247
Always There Healthcare LLC	11	11	18	27	27	16	18	23
Amaramedical Health Care Services, Inc.	16	23	33	50	34	26	32	32
Assisted Care by Black Stone of CIN	27	27	37	43	43	35	34	38
Comfort and Care Home Health Agency, Inc.	0	0	2	2	2	1	0	0
Day Share Senior Services	3	2	3	5	1	0	2	1
Eastern Personnel Services, Inc.	7	1	5	8	18	13	6	11
Hillebrand Home Health	19	13	19	23	18	15	13	15
Interim HomeStyles of Greater Cincinnati, Inc.	13	16	33	43	27	35	28	26
LCD Home Health Agency	3	2	6	6	13	4	7	7
Nova Home Care	24	25	42	49	31	28	37	25
Prime Home Care, LLC	1	1	2	1	4	5	4	7
Quality Care	39	37	61	59	68	59	45	40
Right at Home	7	19	27	29	24	25	22	18
SH of Southern Ohio LLC	13	22	26	42	37	34	32	30
Superior Home Care, Inc.	29	24	53	67	51	51	32	38
Western Hills Home Care	6	2	14	13	12	3	7	9

Home Delivered Meals								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	0	1	0	0	0	0	0	0
Deupree Meals on Wheels	43	49	85	99	68	59	54	42
Maple Knoll Outreach Services for Seniors	31	0	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	38	64	123	144	117	129	132	102
Meals on Wheels of SW Ohio and Northern Kentucky	394	454	748	826	674	611	562	514

Medical Transportation								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	5	17	38	11	6	7	12	0
A-List Cleaning & Transportation	3	7	21	5	1	3	5	4
Bethesda Medical Transportation	6	19	25	12	10	25	27	9
Cincinnati Medical Transportation	0	2	0	1	0	0	0	0
Elite Xpress Transportation LLC	2	15	19	3	3	0	5	1
I Care Transportation LLC	6	9	16	2	2	8	18	6
LCD Agency Services	0	4	16	7	7	4	9	3
Meals on Wheels of SW Ohio and N. KY (CASS)	3	9	9	4	9	31	17	1
Meda-Care Transportation, Inc.	0	4	2	0	1	6	5	0
Ny's Transportation	1	1	2	1	0	0	0	0
Premier Transportation Solutions	0	0	1	8	2	3	2	0
Queen City Medical Transport	1	1	3	1	1	2	5	0
R Chappell Transportation	1	3	4	1	2	4	5	2
Redwood/Easterseals	2	3	2	1	0	0	0	0
Shaddai Transportation LLC	5	10	10	14	2	8	17	8
T & R Transportation	0	0	2	3	2	2	10	0
Timmons Tender Care	0	5	7	0	4	6	13	4
Traveling Seniors Transportation	1	5	8	4	1	3	7	3
Up and Walk Transportation	0	0	0	0	4	4	3	0

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton 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%	100.0%	98.9%	94.0%	95.7%	100.0%	89.4%	83.0%
A Miracle Home Care	93.4%	94.3%	96.7%	96.7%	96.8%	95.7%	96.6%	96.9%
Always There Healthcare LLC	87.3%	94.5%	93.0%	98.4%	93.9%	98.8%	91.2%	95.1%
Amaramedical Health Care Services, Inc.	94.8%	95.2%	92.4%	92.0%	97.0%	90.2%	94.3%	94.9%
Assisted Care by Black Stone of CIN	80.0%	87.1%	94.4%	93.9%	98.5%	96.7%	97.4%	96.2%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	95.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	98.0%	100.0%	No Data	60.0%	100.0%
Eastern Personnel Services, Inc.	84.1%	70.0%	64.0%	91.1%	81.5%	78.0%	83.3%	87.5%
Hillebrand Home Health	98.8%	92.9%	98.9%	97.7%	99.2%	97.3%	96.8%	93.2%
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	97.2%	95.7%	99.0%	98.5%	96.0%	98.1%	94.4%
LCD Home Health Agency	100.0%	100.0%	95.8%	98.3%	98.5%	100.0%	96.9%	98.3%
Nova Home Care	90.4%	92.7%	93.6%	98.9%	97.7%	93.0%	95.7%	98.8%
Prime Home Care, LLC	0.0%	100.0%	95.0%	90.0%	100.0%	98.0%	90.0%	82.9%
Quality Care	93.1%	90.3%	95.8%	94.5%	94.3%	91.2%	97.7%	96.7%
Right at Home	89.8%	85.4%	94.4%	95.1%	93.1%	92.8%	86.9%	98.3%
SH of Southern Ohio LLC	67.2%	83.8%	97.4%	96.3%	91.0%	93.6%	96.7%	79.6%
Superior Home Care, Inc.	98.3%	94.1%	96.2%	99.2%	98.3%	96.6%	99.0%	97.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
A Miracle Home Care	94.6%	95.3%	96.6%	97.3%	97.3%	96.9%	95.9%	95.2%
Always There Healthcare LLC	100.0%	90.0%	100.0%	95.7%	92.0%	100.0%	88.9%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	95.2%	93.1%	90.9%	94.1%	88.9%	93.5%	96.8%
Assisted Care by Black Stone of CIN	72.7%	78.3%	100.0%	85.7%	100.0%	92.9%	100.0%	93.8%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	100.0%	60.0%	87.5%	77.8%	75.0%	83.3%	80.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	91.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	96.8%	100.0%	96.0%	100.0%	100.0%	95.7%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	85.0%	95.2%	94.9%	100.0%	100.0%	95.7%	96.9%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%
Quality Care	94.4%	90.6%	98.2%	94.4%	95.2%	94.1%	100.0%	100.0%
Right at Home	83.3%	100.0%	100.0%	100.0%	100.0%	96.0%	90.0%	100.0%
SH of Southern Ohio LLC	58.3%	84.2%	95.5%	100.0%	93.8%	92.6%	100.0%	79.2%
Superior Home Care, Inc.	100.0%	95.2%	97.6%	100.0%	97.7%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
A Miracle Home Care	93.0%	94.1%	97.5%	97.3%	98.3%	96.5%	97.7%	97.3%
Always There Healthcare LLC	100.0%	100.0%	94.1%	95.7%	96.2%	100.0%	88.9%	100.0%
Amaramedical Health Care Services, Inc.	81.8%	88.2%	96.4%	86.4%	93.5%	90.5%	93.8%	93.3%
Assisted Care by Black Stone of CIN	72.7%	71.4%	85.2%	85.7%	97.0%	92.3%	100.0%	93.8%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	80.0%	100.0%	60.0%	87.5%	77.8%	66.7%	83.3%	80.0%
Hillebrand Home Health	93.8%	90.9%	100.0%	100.0%	92.3%	81.8%	100.0%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	90.0%	100.0%	96.8%	97.6%	100.0%	100.0%	100.0%	91.3%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Nova Home Care	90.0%	95.0%	87.2%	100.0%	100.0%	87.0%	90.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%
Quality Care	97.0%	88.2%	98.1%	96.1%	98.4%	96.0%	97.6%	100.0%
Right at Home	100.0%	94.1%	100.0%	100.0%	100.0%	96.0%	89.5%	100.0%
SH of Southern Ohio LLC	61.5%	84.2%	95.0%	97.1%	91.4%	96.2%	96.7%	76.9%
Superior Home Care, Inc.	100.0%	95.2%	97.7%	98.3%	100.0%	97.8%	96.3%	97.0%
Western Hills Home Care	100.0%	100.0%	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	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	80.0%	85.7%	100.0%	90.0%	83.3%
A Miracle Home Care	88.6%	84.2%	92.8%	91.9%	93.9%	90.7%	92.9%	92.6%
Always There Healthcare LLC	72.7%	90.9%	88.2%	96.3%	88.9%	93.8%	94.4%	91.3%
Amaramedical Health Care Services, Inc.	100.0%	95.7%	93.5%	93.8%	97.1%	96.2%	90.6%	93.8%
Assisted Care by Black Stone of CIN	77.8%	84.0%	94.6%	88.4%	100.0%	91.4%	94.1%	94.6%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	80.0%	100.0%	No Data	0.0%	100.0%
Eastern Personnel Services, Inc.	85.7%	0.0%	60.0%	87.5%	76.5%	69.2%	66.7%	81.8%
Hillebrand Home Health	94.7%	92.3%	94.7%	90.9%	100.0%	100.0%	100.0%	86.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.0%	95.1%	96.2%	88.2%	100.0%	88.5%
LCD Home Health Agency	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	85.7%	100.0%
Nova Home Care	70.8%	92.0%	90.5%	98.0%	90.0%	85.7%	91.9%	91.7%
Prime Home Care, LLC	0.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	71.4%
Quality Care	79.5%	89.2%	83.6%	87.9%	89.4%	83.1%	95.6%	95.0%
Right at Home	42.9%	68.4%	74.1%	79.3%	73.9%	80.0%	77.3%	83.3%
SH of Southern Ohio LLC	69.2%	81.8%	96.2%	87.8%	91.9%	94.1%	90.3%	55.2%
Superior Home Care, Inc.	96.4%	91.7%	92.3%	95.4%	98.0%	94.1%	96.9%	97.4%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton County ESP

### Home Care Assistance SASI Scores

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
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	83.3%
A Miracle Home Care	97.6%	100.0%	99.7%	99.3%	99.0%	98.5%	99.3%	100.0%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.7%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	93.9%	98.0%	97.1%	92.3%	96.9%	96.9%
Assisted Care by Black Stone of CIN	85.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	100.0%	80.0%	100.0%	94.4%	92.3%	100.0%	100.0%
Hillebrand Home Health	100.0%	92.3%	94.7%	100.0%	100.0%	100.0%	100.0%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.0%	100.0%	100.0%	94.1%	100.0%	96.2%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	95.8%	100.0%	100.0%	96.8%	96.4%	97.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Quality Care	100.0%	94.6%	98.4%	98.3%	100.0%	96.6%	97.8%	97.5%
Right at Home	100.0%	94.7%	100.0%	96.6%	95.8%	96.0%	90.9%	100.0%
SH of Southern Ohio LLC	84.6%	90.9%	100.0%	100.0%	91.9%	97.1%	100.0%	93.1%
Superior Home Care, Inc.	100.0%	95.7%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 3.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	90.0%	83.3%
A Miracle Home Care	94.7%	98.1%	97.3%	97.1%	96.5%	96.6%	98.2%	95.5%
Always There Healthcare LLC	81.8%	100.0%	94.1%	100.0%	96.3%	100.0%	94.4%	91.3%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	93.9%	98.0%	100.0%	88.5%	96.9%	96.9%
Assisted Care by Black Stone of CIN	88.5%	96.0%	97.3%	100.0%	100.0%	97.1%	97.1%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	71.4%	0.0%	60.0%	87.5%	83.3%	76.9%	100.0%	90.0%
Hillebrand Home Health	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%	92.3%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	97.0%	100.0%	100.0%	97.1%	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	95.7%	95.8%	95.1%	100.0%	96.8%	96.4%	97.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Quality Care	94.9%	89.2%	98.4%	98.3%	91.0%	89.8%	97.8%	95.0%
Right at Home	85.7%	89.5%	88.9%	96.4%	95.7%	92.0%	90.9%	100.0%
SH of Southern Ohio LLC	69.2%	90.9%	100.0%	97.6%	91.9%	94.1%	100.0%	82.8%
Superior Home Care, Inc.	96.6%	95.8%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	80.0%
A Miracle Home Care	94.7%	96.3%	97.0%	97.8%	95.9%	96.6%	97.2%	98.8%
Always There Healthcare LLC	100.0%	90.9%	88.9%	96.3%	100.0%	100.0%	94.4%	95.5%
Amaramedical Health Care Services, Inc.	100.0%	95.7%	90.9%	90.0%	100.0%	92.3%	93.8%	96.9%
Assisted Care by Black Stone of CIN	85.2%	96.0%	100.0%	97.7%	100.0%	97.1%	97.1%	97.4%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%
Eastern Personnel Services, Inc.	85.7%	100.0%	60.0%	100.0%	88.9%	92.3%	83.3%	100.0%
Hillebrand Home Health	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	92.3%	93.8%	90.9%	100.0%	100.0%	97.1%	100.0%	96.2%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	96.0%	97.6%	100.0%	100.0%	100.0%	97.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Quality Care	92.3%	91.9%	98.4%	93.2%	98.5%	89.8%	100.0%	97.5%
Right at Home	100.0%	84.2%	100.0%	100.0%	95.8%	96.0%	90.9%	100.0%
SH of Southern Ohio LLC	69.2%	90.9%	96.2%	95.2%	94.6%	94.1%	100.0%	96.6%
Superior Home Care, Inc.	96.6%	95.8%	98.1%	100.0%	98.0%	96.1%	100.0%	97.3%
Western Hills Home Care	100.0%	100.0%	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 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
A Miracle Home Care	95.8%	98.2%	97.8%	98.3%	97.5%	96.6%	96.8%	99.2%
Always There Healthcare LLC	100.0%	90.9%	94.4%	100.0%	96.3%	100.0%	94.4%	95.7%
Amaramedical Health Care Services, Inc.	100.0%	95.7%	90.9%	94.0%	100.0%	92.3%	96.9%	96.9%
Assisted Care by Black Stone of CIN	85.2%	96.0%	97.3%	97.7%	100.0%	100.0%	97.1%	97.4%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	100.0%	80.0%	100.0%	83.3%	92.3%	83.3%	90.9%
Hillebrand Home Health	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	93.8%	93.9%	100.0%	96.3%	97.1%	96.4%	92.3%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%
Nova Home Care	87.5%	92.0%	95.2%	100.0%	100.0%	100.0%	97.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Quality Care	94.9%	97.3%	100.0%	98.3%	100.0%	93.2%	100.0%	97.4%
Right at Home	100.0%	89.5%	96.3%	100.0%	95.8%	96.0%	90.9%	100.0%
SH of Southern Ohio LLC	76.9%	86.4%	100.0%	97.6%	94.4%	97.1%	100.0%	96.6%
Superior Home Care, Inc.	96.6%	100.0%	96.2%	100.0%	98.0%	98.0%	100.0%	97.3%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	75.0%	50.0%
A Miracle Home Care	94.6%	96.6%	96.8%	97.2%	98.3%	97.8%	96.2%	95.0%
Always There Healthcare LLC	72.7%	100.0%	93.8%	100.0%	84.0%	100.0%	78.6%	95.0%
Amaramedical Health Care Services, Inc.	72.7%	94.7%	86.7%	90.9%	96.9%	88.9%	93.5%	93.1%
Assisted Care by Black Stone of CIN	70.0%	81.0%	77.3%	93.5%	93.3%	96.2%	100.0%	93.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	0.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%
Eastern Personnel Services, Inc.	80.0%	100.0%	60.0%	85.7%	77.8%	69.2%	83.3%	88.9%
Hillebrand Home Health	100.0%	100.0%	100.0%	95.0%	100.0%	91.7%	91.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	84.6%	96.7%	97.6%	100.0%	92.6%	92.0%	95.7%
LCD Home Health Agency	100.0%	100.0%	75.0%	83.3%	100.0%	100.0%	83.3%	100.0%
Nova Home Care	100.0%	86.4%	91.9%	95.2%	100.0%	90.0%	96.6%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	0.0%	100.0%	80.0%	75.0%	85.7%
Quality Care	93.9%	97.0%	98.1%	94.2%	93.4%	91.8%	95.0%	97.1%
Right at Home	100.0%	86.7%	100.0%	96.3%	95.0%	88.0%	89.5%	100.0%
SH of Southern Ohio LLC	63.6%	80.0%	94.7%	97.3%	84.8%	85.2%	89.3%	72.0%
Superior Home Care, Inc.	100.0%	84.2%	97.6%	100.0%	95.1%	87.8%	100.0%	94.1%
Western Hills Home Care	100.0%	100.0%	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	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	90.0%	83.3%
A Miracle Home Care	89.9%	89.8%	96.1%	95.1%	95.6%	93.1%	96.1%	96.7%
Always There Healthcare LLC	81.8%	90.9%	82.4%	100.0%	92.6%	93.8%	94.4%	91.3%
Amaramedical Health Care Services, Inc.	100.0%	95.5%	90.9%	90.0%	94.1%	88.5%	93.8%	90.6%
Assisted Care by Black Stone of CIN	77.8%	92.0%	94.6%	95.3%	97.6%	100.0%	94.1%	94.7%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	50.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	0.0%	100.0%
Eastern Personnel Services, Inc.	85.7%	0.0%	60.0%	87.5%	77.8%	61.5%	66.7%	72.7%
Hillebrand Home Health	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	86.7%
Interim HomeStyles of Greater Cincinnati, Inc.	92.3%	100.0%	93.9%	100.0%	96.3%	93.9%	96.4%	92.3%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	87.5%	91.7%	92.9%	98.0%	93.5%	85.7%	97.3%	100.0%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%
Quality Care	92.1%	81.1%	88.3%	89.5%	84.8%	88.1%	95.5%	92.5%
Right at Home	85.7%	68.4%	85.2%	86.2%	91.7%	92.0%	81.8%	100.0%
SH of Southern Ohio LLC	69.2%	72.7%	96.2%	92.9%	81.1%	88.2%	93.8%	62.1%
Superior Home Care, Inc.	100.0%	95.8%	96.2%	98.5%	98.0%	94.1%	96.9%	97.4%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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	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%	80.0%	85.7%	100.0%	90.0%	83.3%
A Miracle Home Care	90.3%	90.7%	95.6%	95.6%	96.2%	93.5%	96.1%	98.4%
Always There Healthcare LLC	63.6%	90.9%	94.1%	100.0%	92.6%	100.0%	88.9%	95.7%
Amaramedical Health Care Services, Inc.	93.8%	91.3%	93.8%	87.8%	96.9%	84.0%	93.8%	93.8%
Assisted Care by Black Stone of CIN	84.6%	76.0%	97.3%	95.3%	97.6%	100.0%	97.1%	97.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%
Eastern Personnel Services, Inc.	85.7%	100.0%	60.0%	87.5%	77.8%	84.6%	83.3%	90.9%
Hillebrand Home Health	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%
Interim HomeStyles of Greater Cincinnati, Inc.	92.3%	100.0%	97.0%	100.0%	100.0%	100.0%	96.4%	96.2%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	87.5%	90.5%	97.9%	100.0%	92.9%	94.4%	95.8%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%
Quality Care	92.1%	83.8%	96.7%	94.8%	92.5%	89.7%	97.8%	95.0%
Right at Home	100.0%	78.9%	100.0%	96.6%	87.0%	96.0%	77.3%	100.0%
SH of Southern Ohio LLC	50.0%	76.2%	100.0%	97.6%	94.6%	97.1%	96.9%	82.1%
Superior Home Care, Inc.	96.4%	91.7%	94.3%	100.0%	98.0%	98.0%	100.0%	97.4%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton 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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	95.6%	99.2%	99.2%	98.7%	98.3%	99.7%	99.1%	99.1%
Maple Knoll Outreach Services for Seniors	99.2%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.7%	94.3%	98.1%	97.6%	98.6%	97.9%	97.8%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.8%	96.6%	98.3%	98.4%	98.5%	98.6%	98.9%	98.8%

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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.6%	100.0%	98.7%	100.0%	98.4%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	99.1%	99.3%	99.1%	100.0%	98.4%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.6%	99.0%	99.0%	99.6%	98.9%	98.9%	99.2%	98.5%

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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	90.7%	100.0%	97.6%	99.0%	98.5%	100.0%	96.2%	97.6%
Maple Knoll Outreach Services for Seniors	96.8%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	94.6%	87.5%	97.5%	96.5%	96.6%	94.5%	94.7%	98.0%
Meals on Wheels of SW Ohio and Northern Kentucky	94.7%	94.0%	96.1%	96.7%	97.0%	97.5%	97.7%	98.4%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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	2024	2024	2024	2024	2025	2025	2025
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	98.4%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	98.2%	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%

#### 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
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.2%	100.0%	100.0%	97.8%	100.0%	98.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	98.2%	99.1%	97.6%	99.0%	100.0%	95.3%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.9%	98.4%	98.9%	98.8%	98.1%	98.4%	99.2%	98.7%

#### 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
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	95.3%	100.0%	99.3%	98.3%	99.2%	100.0%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	98.7%	99.5%	99.3%	99.7%	99.3%	99.6%	99.6%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton County ESP

### Home Delivered Meals SASI Scores

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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	90.7%	93.9%	98.8%	94.9%	94.1%	100.0%	98.1%	97.6%
Maple Knoll Outreach Services for Seniors	96.8%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	94.7%	90.6%	94.3%	91.0%	95.7%	93.0%	96.2%	97.1%
Meals on Wheels of SW Ohio and Northern Kentucky	92.9%	91.1%	95.3%	95.2%	96.4%	96.7%	96.4%	97.1%

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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	93.0%	100.0%	100.0%	99.0%	98.5%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	92.1%	93.7%	96.7%	99.3%	100.0%	98.4%	99.2%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.7%	95.8%	98.8%	98.4%	98.9%	99.2%	99.6%	99.0%

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
Cincinnati Area Senior Services Inc	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	95.3%	100.0%	100.0%	99.0%	97.1%	100.0%	98.1%	97.6%
Maple Knoll Outreach Services for Seniors	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	90.6%	98.4%	98.6%	100.0%	98.4%	99.2%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.9%	97.6%	99.5%	99.3%	99.0%	99.2%	99.8%	99.4%

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton 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
360 Total Care LLC	98.0%	98.2%	98.1%	100.0%	98.3%	98.6%	97.5%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.8%	100.0%
Bethesda Medical Transportation	100.0%	99.5%	98.7%	99.2%	100.0%	99.2%	98.1%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	99.4%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	97.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	88.9%	99.3%	97.6%	100.0%
Meda-Care Transportation, Inc.	No Data	95.0%	95.0%	No Data	80.0%	94.7%	91.9%	No Data
Ny's Transportation	100.0%	50.5%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.9%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	86.8%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	60.0%	97.5%	98.0%	90.9%
Redwood/Easterseals	100.0%	100.0%	100.0%	90.9%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	99.3%	100.0%	98.7%	98.8%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	87.9%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	97.5%	95.0%	94.5%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	77.4%	No Data

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
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
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	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	92.3%	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	100.0%	100.0%	100.0%	No Data

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton County ESP

### Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	94.1%	97.4%	100.0%	100.0%	100.0%	91.7%	No Data
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	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	88.9%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	75.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	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	100.0%	100.0%	66.7%	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%								
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	93.8%	94.6%	100.0%	100.0%	100.0%	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	91.3%	91.7%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	94.1%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	88.9%	96.7%	94.1%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	83.3%	91.7%	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	100.0%	100.0%	66.7%	No Data

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	100.0%	94.6%	100.0%	100.0%	100.0%	91.7%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Bethesda Medical Transportation	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	88.5%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	77.8%	96.8%	94.1%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	60.0%	No Data
Ny's Transportation	100.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	80.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	83.3%	92.3%	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	100.0%	100.0%	66.7%	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	80.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
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%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	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	100.0%	100.0%	100.0%	No Data

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



# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	No Data
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	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	88.9%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	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	100.0%	100.0%	100.0%	No Data

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	96.2%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	66.7%	100.0%	94.1%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	50.0%	No Data	0.0%	66.7%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	84.6%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	80.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	96.3%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	88.9%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	0.0%	80.0%	80.0%	No Data
Ny's Transportation	100.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	75.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	83.3%	84.6%	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	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
360 Total Care LLC	100.0%	94.1%	97.4%	100.0%	100.0%	100.0%	100.0%	No Data
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	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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%	88.9%	100.0%	94.1%	100.0%
Meda-Care Transportation, Inc.	No Data	75.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	75.0%	100.0%	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	100.0%	100.0%	66.7%	No Data

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## Hamilton County ESP

### Medical Transportation SASI Scores

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
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	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	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
LCD Agency Services	No Data	100.0%	100.0%	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.	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Premier Transportation Solutions	No Data	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data
Timmons Tender Care	No Data	100.0%	100.0%	No Data	100.0%	100.0%	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	100.0%	100.0%	0.0%	No Data

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

# Provider Quality Report: Satisfaction Metrics<sup>1</sup>

## 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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	93.5%	99.0%	97.9%	95.7%	100.0%	98.9%	95.6%	97.1%

If the Coordination 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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	13.3%	4.1%	7.3%	9.0%	30.1%	30.1%	10.9%	12.1%

Was scheduling your ride with the Transportation Coordination Center easy?								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	98.7%	100.0%

Was the Transportation Coordination staff kind and courteous?								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%

Would you recommend home52 Transportation to a family member or friend?								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%

<sup>1</sup>Appendix: 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

#### 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 1,329 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