



## Warren County



## Provider Quality Report

Quarter 3, 2025



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# Provider Quality Report: Introduction

## Warren 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 Jan-Mar). (e.g. Quarter 1 is Jan. through March).
- Market Share values represent each provider's contribution to the services performed within a county during a given quarter. The total number of service units billed for the quarter is divided among all active providers, showing the percentage of units each provider contributed to the quarter's overall billed units.

### **Billable Unit Conversions:**

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

### **SASI Scoring:**

SASI scores consist of smaller sample sizes which may impact providers' scores.



# Provider Quality Report: Provider Activity

## Warren 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
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
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
AnswerCare LLC	Home Care Assistance	6/9/2025
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio, Kosher Meals	Home Delivered Meals	6/2/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
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
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025



# Provider Quality Report: Service Metrics

## Warren 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	293	219	184	588	439	352	479	397	2,950
Restoration Adult Day Services, LLC	0	0	0	0	0	0	11	1	12
<b>Total Billable Units</b>	<b>293</b>	<b>219</b>	<b>184</b>	<b>588</b>	<b>439</b>	<b>352</b>	<b>490</b>	<b>398</b>	<b>2,962</b>

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	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.76%	99.75%	
Restoration Adult Day Services, LLC	0	0	0	0	0	0	2.24%	0.25%	
<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>	<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
Otterbein Lebanon Adult Day Service	19	17	15	25	21	19	24	18	20
Restoration Adult Day Services, LLC	0	0	0	0	0	0	1	1	1
<b>Total Distinct Clients Served</b>	<b>19</b>	<b>17</b>	<b>15</b>	<b>25</b>	<b>21</b>	<b>19</b>	<b>25</b>	<b>19</b>	<b>16</b>



# Provider Quality Report: Service Metrics

Warren 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.	9,323	7,373	10,177	8,706	8,240	7,220	7,626	7,662	66,326
<b>Total Billable Units</b>	<b>9,323</b>	<b>7,373</b>	<b>10,177</b>	<b>8,706</b>	<b>8,240</b>	<b>7,220</b>	<b>7,626</b>	<b>7,662</b>	<b>66,326</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%	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>	<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.	114	112	116	106	106	98	91	85	104
<b>Total Distinct Clients Served</b>	<b>114</b>	<b>112</b>	<b>116</b>	<b>106</b>	<b>106</b>	<b>98</b>	<b>91</b>	<b>85</b>	<b>104</b>



# Provider Quality Report: Service Metrics

## Warren 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.	76	139	419	485	539	587	744	724	3,712
A Miracle Home Care	10,535	10,814	10,733	11,437	12,974	13,087	14,164	15,413	99,156
AnswerCare LLC	0	0	0	0	0	0	0	192	192
Assisted Care by Black Stone of CIN	2,014	1,813	1,493	1,519	1,331	1,389	1,372	1,280	12,208
Gabriels Angels Homecare, LLC	0	0	0	15	2	0	0	0	17
Heavenly Helpers	156	123	0	0	0	0	0	0	279
Interim HomeStyles of Greater Cincinnati, Inc.	593	329	342	433	338	378	433	444	3,290
Nova Home Care	72	68	179	118	113	175	279	420	1,422
Prime Home Care, LLC	107	98	104	107	102	114	131	145	907
Quality Care	329	291	198	35	102	178	220	218	1,570
Senior Helpers of Dayton	0	0	0	5	6	0	0	0	11
SH of Southern Ohio LLC	1,515	1,523	1,380	1,402	1,399	1,319	1,314	1,209	11,061
Superior Home Care, Inc.	106	103	83	139	136	132	176	197	1,071
<b>Total Billable Units</b>	<b>15,501</b>	<b>15,300</b>	<b>14,930</b>	<b>15,694</b>	<b>17,040</b>	<b>17,358</b>	<b>18,831</b>	<b>20,239</b>	<b>134,894</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.	0.49%	0.91%	2.81%	3.09%	3.16%	3.38%	3.95%	3.57%	
A Miracle Home Care	67.96%	70.68%	71.89%	72.88%	76.14%	75.39%	75.21%	76.15%	
AnswerCare LLC	0	0	0	0	0	0	0	0.95%	
Assisted Care by Black Stone of CIN	12.99%	11.85%	10.00%	9.68%	7.81%	8.00%	7.28%	6.32%	
Gabriels Angels Homecare, LLC	0	0	0	0.09%	0.01%	0	0	0	
Heavenly Helpers	1.00%	0.80%	0	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	3.83%	2.15%	2.29%	2.76%	1.98%	2.18%	2.30%	2.19%	
Nova Home Care	0.46%	0.44%	1.20%	0.75%	0.66%	1.01%	1.48%	2.07%	
Prime Home Care, LLC	0.69%	0.64%	0.70%	0.68%	0.60%	0.66%	0.69%	0.71%	
Quality Care	2.12%	1.90%	1.33%	0.22%	0.60%	1.03%	1.17%	1.08%	
Senior Helpers of Dayton	0	0	0	0.03%	0.04%	0	0	0	
SH of Southern Ohio LLC	9.78%	9.96%	9.24%	8.93%	8.21%	7.60%	6.98%	5.97%	
Superior Home Care, Inc.	0.68%	0.67%	0.56%	0.89%	0.80%	0.76%	0.93%	0.97%	
<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

## Warren County ESP

### Home Care Assistance

Distinct Clients Served									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	6	7	11	17	18	30	23	15
A Miracle Home Care	388	403	389	395	435	446	478	554	436
AnswerCare LLC	0	0	0	0	0	0	0	17	17
Assisted Care by Black Stone of CIN	61	51	40	42	40	40	36	37	43
Gabriels Angels Homecare, LLC	0	0	0	6	1	0	0	0	4
Heavenly Helpers	15	13	0	0	0	0	0	0	14
Interim HomeStyles of Greater Cincinnati, Inc.	18	11	16	17	17	20	18	18	17
Nova Home Care	11	10	10	8	10	12	14	21	12
Prime Home Care, LLC	2	2	2	3	3	3	3	4	3
Quality Care	17	15	13	9	12	10	9	12	12
Senior Helpers of Dayton	0	0	0	1	1	0	0	0	1
SH of Southern Ohio LLC	54	52	55	60	56	67	65	69	60
Superior Home Care, Inc.	6	7	6	12	13	11	17	16	11
<b>Total Distinct Clients Served</b>	<b>576</b>	<b>570</b>	<b>538</b>	<b>564</b>	<b>605</b>	<b>627</b>	<b>670</b>	<b>771</b>	<b>62</b>



# Provider Quality Report: Service Metrics

Warren 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.	2,702	2,651	2,726	2,746	2,840	2,706	2,905	2,933	22,206
<b>Total Billable Units</b>	<b>2,702</b>	<b>2,651</b>	<b>2,726</b>	<b>2,746</b>	<b>2,840</b>	<b>2,706</b>	<b>2,905</b>	<b>2,933</b>	<b>22,206</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%	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>	<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.	948	958	934	931	1,003	990	998	1,016	972
<b>Total Distinct Clients Served</b>	<b>948</b>	<b>958</b>	<b>934</b>	<b>931</b>	<b>1,003</b>	<b>990</b>	<b>998</b>	<b>1,016</b>	<b>972</b>



# Provider Quality Report: Service Metrics

## Warren County ESP

### Home Delivered Meals

Billable Units									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Mayerson JCC (Jewish Community Center)	1,823	1,756	1,780	1,637	1,419	1,026	866	599	10,906
Meals on Wheels of SW Ohio and Northern Kentucky	3,752	3,345	3,510	3,616	3,885	3,648	3,894	4,399	30,049
Warren County Community Service	63,780	62,031	63,343	64,119	69,514	63,055	64,296	62,980	513,118
<b>Total Billable Units</b>	<b>69,355</b>	<b>67,132</b>	<b>68,633</b>	<b>69,372</b>	<b>74,818</b>	<b>67,729</b>	<b>69,056</b>	<b>67,978</b>	<b>554,073</b>

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Mayerson JCC (Jewish Community Center)	2.63%	2.62%	2.59%	2.36%	1.90%	1.51%	1.25%	0.88%	
Meals on Wheels of SW Ohio and Northern Kentucky	5.41%	4.98%	5.11%	5.21%	5.19%	5.39%	5.64%	6.47%	
Warren County Community Service	91.96%	92.40%	92.29%	92.43%	92.91%	93.10%	93.11%	92.65%	
<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
Mayerson JCC (Jewish Community Center)	30	32	35	30	26	20	18	11	25
Meals on Wheels of SW Ohio and Northern Kentucky	62	55	55	64	60	66	69	81	64
Warren County Community Service	977	996	988	1,019	1,021	995	1,000	972	996
<b>Total Distinct Clients Served</b>	<b>1,069</b>	<b>1,083</b>	<b>1,078</b>	<b>1,113</b>	<b>1,107</b>	<b>1,081</b>	<b>1,087</b>	<b>1,064</b>	<b>362</b>



# Provider Quality Report: Service Metrics

## Warren County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	2	3	4	9
American Ramp Systems	11	11	13	23	11	9	4	5	87
Bernens Medical	28	4	6	8	5	1	0	5	57
Home First	2	14	23	8	5	3	17	25	97
HomeCare Mattress Inc.	0	1	3	0	0	0	0	2	6
Janz Medical Supply	0	0	0	7	5	5	14	0	31
Mullaney's Pharmacy & Home Health Care	8	2	0	0	0	0	0	0	10
Stateline Medical Equipment	6	10	9	30	6	6	10	7	84
<b>Total Billable Units</b>	<b>55</b>	<b>42</b>	<b>54</b>	<b>76</b>	<b>32</b>	<b>26</b>	<b>48</b>	<b>48</b>	<b>381</b>

Market Share									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	
101 Mobility Cincinnati	0	0	0	0	0	7.69%	6.25%	8.33%	
American Ramp Systems	20.00%	26.19%	24.07%	30.26%	34.38%	34.62%	8.33%	10.42%	
Bernens Medical	50.91%	9.52%	11.11%	10.53%	15.63%	3.85%	0	10.42%	
Home First	3.64%	33.33%	42.59%	10.53%	15.63%	11.54%	35.42%	52.08%	
HomeCare Mattress Inc.	0	2.38%	5.56%	0	0	0	0	4.17%	
Janz Medical Supply	0	0	0	9.21%	15.63%	19.23%	29.17%	0	
Mullaney's Pharmacy & Home Health Care	14.55%	4.76%	0	0	0	0	0	0	
Stateline Medical Equipment	10.91%	23.81%	16.67%	39.47%	18.75%	23.08%	20.83%	14.58%	
<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									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	1	1	2	1
American Ramp Systems	4	5	5	7	4	3	2	2	4
Bernens Medical	24	3	3	6	3	1	0	4	6
Home First	2	12	18	7	4	3	13	21	10
HomeCare Mattress Inc.	0	1	1	0	0	0	0	2	1
Janz Medical Supply	0	0	0	6	3	2	10	0	5
Mullaney's Pharmacy & Home Health Care	7	2	0	0	0	0	0	0	5
Stateline Medical Equipment	5	10	9	14	4	5	2	7	7
<b>Total Distinct Clients Served</b>	<b>42</b>	<b>33</b>	<b>36</b>	<b>40</b>	<b>18</b>	<b>15</b>	<b>28</b>	<b>38</b>	<b>6</b>



# Provider Quality Report: Service Metrics

## Warren County ESP

### Home Modification

Billable Units									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	0	6	6
American Ramp Systems	0	0	0	0	0	0	1	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	3	2	3	2	0	1	11
Custom Home Elevator & Lift Co. Inc.	0	0	2	0	1	1	1	1	6
Home First	23	21	20	10	14	17	16	15	136
HomeCare Mattress Inc.	2	0	1	0	0	1	1	1	6
MedAdapt Ltd.	10	7	9	10	7	6	11	13	73
People Working Cooperatively, Inc.	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	5	5	3	2	4	1	1	5	26
Tri-State Maintenance	8	5	6	9	5	4	9	2	48
<b>Total Billable Units</b>	<b>49</b>	<b>38</b>	<b>44</b>	<b>33</b>	<b>34</b>	<b>32</b>	<b>40</b>	<b>44</b>	<b>314</b>

Market Share									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	
101 Mobility Cincinnati	0	0	0	0	0	0	0	13.64%	
American Ramp Systems	0	0	0	0	0	0	2.50%	0	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	6.82%	6.06%	8.82%	6.25%	0	2.27%	
Custom Home Elevator & Lift Co. Inc.	0	0	4.55%	0	2.94%	3.13%	2.50%	2.27%	
Home First	46.94%	55.26%	45.45%	30.30%	41.18%	53.13%	40.00%	34.09%	
HomeCare Mattress Inc.	4.08%	0	2.27%	0	0	3.13%	2.50%	2.27%	
MedAdapt Ltd.	20.41%	18.42%	20.45%	30.30%	20.59%	18.75%	27.50%	29.55%	
People Working Cooperatively, Inc.	2.04%	0	0	0	0	0	0	0	
Stateline Medical Equipment	10.20%	13.16%	6.82%	6.06%	11.76%	3.13%	2.50%	11.36%	
Tri-State Maintenance	16.33%	13.16%	13.64%	27.27%	14.71%	12.50%	22.50%	4.55%	
<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>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	0	5	5
American Ramp Systems	0	0	0	0	0	0	1	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	3	2	3	2	0	1	2
Custom Home Elevator & Lift Co. Inc.	0	0	2	0	1	1	1	1	1
Home First	21	21	18	10	14	17	16	14	16
HomeCare Mattress Inc.	2	0	1	0	0	1	1	1	1
MedAdapt Ltd.	10	7	9	10	7	6	11	13	9
People Working Cooperatively, Inc.	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	5	5	3	2	4	1	1	5	3
Tri-State Maintenance	8	5	6	9	5	3	8	2	6
<b>Total Distinct Clients Served</b>	<b>47</b>	<b>38</b>	<b>42</b>	<b>33</b>	<b>34</b>	<b>31</b>	<b>39</b>	<b>42</b>	<b>6</b>



# Provider Quality Report: Service Metrics

## Warren 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
Meals on Wheels of SW Ohio and Northern Kentucky	0	3	42	37	43	53	40	19	237
Partners in Prime	31	34	39	49	57	58	60	45	371
<b>Total Billable Units</b>	<b>31</b>	<b>37</b>	<b>80</b>	<b>85</b>	<b>100</b>	<b>112</b>	<b>100</b>	<b>64</b>	<b>607</b>

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Meals on Wheels of SW Ohio and Northern Kentucky	0	8.22%	52.02%	42.94%	42.75%	47.76%	40.35%	29.92%	
Partners in Prime	100.00%	91.78%	47.98%	57.06%	57.25%	52.24%	59.65%	70.08%	
<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
Meals on Wheels of SW Ohio and Northern Kentucky	0	7	12	13	18	19	11	15	14
Partners in Prime	16	12	12	13	13	14	15	14	14
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>19</b>	<b>24</b>	<b>26</b>	<b>31</b>	<b>33</b>	<b>26</b>	<b>29</b>	<b>14</b>



# Provider Quality Report: Service Metrics

Warren 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	4	5	0	3	3	1	2	0	18
<b>Total Billable Units</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>18</b>

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Home First	100.00%	100.00%	0	100.00%	100.00%	100.00%	100.00%	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</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
Home First	4	5	0	3	3	1	2	0	3
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>



# Provider Quality Report: Service Metrics

Warren 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	6	11	9	5	13	8	14	6	72
<b>Total Billable Units</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>72</b>

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%	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>	<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
Milts Termite & Pest Control	5	5	4	3	4	5	6	3	4
<b>Total Distinct Clients Served</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>



# Provider Quality Report: Service Metrics

## Warren 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
Meda-Care Transportation, Inc.	255	294	302	257	254	346	228	247	2,183
Universal Transportation Systems	19	2	0	0	0	0	0	0	21
Valley Transport LLC	222	312	384	380	326	290	240	235	2,389
Warren County Community Service	1,086	1,139	1,045	1,084	1,073	1,057	1,234	1,326	9,044
<b>Total Billable Units</b>	<b>1,582</b>	<b>1,747</b>	<b>1,731</b>	<b>1,721</b>	<b>1,653</b>	<b>1,693</b>	<b>1,702</b>	<b>1,808</b>	<b>13,637</b>

Market Share									
	2023	2024	2024	2024	2024	2025	2025	2025	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Meda-Care Transportation, Inc.	16.12%	16.83%	17.45%	14.93%	15.37%	20.44%	13.40%	13.66%	
Universal Transportation Systems	1.20%	0.11%	0	0	0	0	0	0	
Valley Transport LLC	14.03%	17.86%	22.18%	22.08%	19.72%	17.13%	14.10%	13.00%	
Warren County Community Service	68.65%	65.20%	60.37%	62.99%	64.91%	62.43%	72.50%	73.34%	
<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
Meda-Care Transportation, Inc.	31	34	28	36	36	39	35	35	34
Universal Transportation Systems	7	1	0	0	0	0	0	0	4
Valley Transport LLC	18	20	18	33	33	33	30	35	28
Warren County Community Service	111	113	112	118	109	113	120	120	115
<b>Total Distinct Clients Served</b>	<b>167</b>	<b>168</b>	<b>158</b>	<b>187</b>	<b>178</b>	<b>185</b>	<b>185</b>	<b>190</b>	<b>55</b>



# Provider Quality Report: Satisfaction Metrics

## Warren County ESP

### Warren 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.	0	2	1	5	1	8	2	15
A Miracle Home Care	158	167	197	181	180	183	192	194
AnswerCare LLC	0	0	0	0	0	0	0	3
Assisted Care by Black Stone of CIN	25	34	23	20	21	22	11	14
Heavenly Helpers	3	11	1	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	7	4	4	6	7	13	10	3
Nova Home Care	3	3	3	6	4	3	4	5
Prime Home Care, LLC	0	2	0	2	2	0	2	1
Quality Care	4	9	6	5	3	5	4	4
Senior Helpers of Dayton	0	0	0	0	1	0	0	0
SH of Southern Ohio LLC	19	38	28	25	24	23	20	23
Superior Home Care, Inc.	3	2	3	6	7	3	3	3

Home Delivered Meals								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	11	7	14	10	13	8	4	8
Meals on Wheels of SW Ohio and Northern Kentucky	22	23	26	17	26	15	30	24
Warren County Community Service	333	408	377	433	428	437	327	318

Medical Transportation								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	23	19	26	26	29	29	18	23
Universal Transportation Systems	2	1	0	0	0	0	0	0
Valley Transport LLC	20	15	17	16	19	24	17	16
Warren County Community Service	65	87	81	70	80	92	70	47



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

Warren 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.	No Data	100.0%	0.0%	100.0%	100.0%	89.0%	100.0%	99.2%
A Miracle Home Care	97.0%	95.6%	94.8%	97.5%	97.9%	98.8%	97.8%	98.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	65.0%
Assisted Care by Black Stone of CIN	95.8%	92.5%	96.5%	96.2%	99.5%	99.0%	100.0%	97.8%
Heavenly Helpers	93.3%	95.3%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	25.0%	71.7%	100.0%	82.0%	100.0%	100.0%	100.0%	96.0%
Prime Home Care, LLC	No Data	100.0%	No Data	90.0%	90.0%	No Data	80.0%	100.0%
Quality Care	97.5%	86.5%	88.3%	75.5%	85.0%	85.5%	91.7%	97.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	96.3%	96.9%	94.7%	94.4%	93.0%	93.6%	91.7%	93.0%
Superior Home Care, Inc.	100.0%	85.0%	96.7%	85.7%	97.1%	100.0%	100.0%	100.0%

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
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.5%	97.8%	94.1%	97.5%	98.8%	100.0%	98.2%	97.5%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	50.0%
Assisted Care by Black Stone of CIN	93.3%	87.5%	93.8%	94.4%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	50.0%	50.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	80.0%	100.0%	80.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	88.2%	100.0%	91.7%	90.5%	85.7%	100.0%	88.2%	84.2%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.2%	95.9%	94.1%	96.4%	98.2%	99.4%	98.2%	97.4%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Assisted Care by Black Stone of CIN	94.4%	86.4%	88.9%	94.4%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	93.8%	92.6%	88.5%	89.5%	90.5%	95.5%	82.4%	85.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	83.3%	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>

Warren County ESP

## Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%
A Miracle Home Care	96.1%	92.5%	89.2%	96.7%	96.6%	96.1%	96.8%	93.2%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Assisted Care by Black Stone of CIN	100.0%	90.3%	100.0%	89.5%	100.0%	95.5%	100.0%	100.0%
Heavenly Helpers	66.7%	90.9%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	66.7%	100.0%	33.3%	100.0%	100.0%	100.0%	80.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	66.7%	83.3%	40.0%	50.0%	80.0%	50.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	97.0%	96.4%	95.7%	91.7%	91.3%	85.0%	95.2%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.7%	98.8%	99.0%	98.9%	99.4%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	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%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.4%	97.0%	97.9%	98.9%	98.9%	100.0%	98.4%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	95.8%	95.8%	95.7%	100.0%	100.0%
Superior Home Care, Inc.	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>

## Warren 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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.1%	95.7%	96.4%	97.8%	97.2%	98.4%	97.9%	99.5%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.5%
Superior Home Care, Inc.	100.0%	50.0%	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	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.1%	96.9%	97.9%	97.8%	98.3%	98.9%	97.9%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	88.9%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	40.0%	100.0%	92.3%
A Miracle Home Care	94.6%	95.5%	91.6%	97.4%	97.4%	97.8%	96.7%	99.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Assisted Care by Black Stone of CIN	77.8%	76.9%	86.7%	94.1%	94.7%	95.0%	100.0%	77.8%
Heavenly Helpers	100.0%	80.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	33.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	0.0%	0.0%	No Data	0.0%	100.0%
Quality Care	75.0%	66.7%	50.0%	20.0%	50.0%	75.0%	66.7%	75.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	92.3%	85.2%	81.0%	93.3%	78.9%	88.2%	86.7%	87.5%
Superior Home Care, Inc.	100.0%	0.0%	66.7%	40.0%	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>

## Warren 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
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	75.0%	100.0%	100.0%
A Miracle Home Care	96.1%	92.7%	92.8%	97.2%	97.2%	99.5%	97.4%	97.4%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Assisted Care by Black Stone of CIN	96.0%	93.8%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	66.7%	90.9%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	66.7%	100.0%	40.0%	100.0%	100.0%	100.0%	80.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	77.8%	66.7%	40.0%	50.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.7%	100.0%	96.4%	95.8%	91.7%	91.3%	80.0%	95.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	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
A Best Home Care, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%
A Miracle Home Care	98.0%	93.3%	94.8%	96.1%	97.2%	98.4%	96.3%	99.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Assisted Care by Black Stone of CIN	96.0%	90.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	90.9%	0.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	0.0%	66.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	88.9%	83.3%	75.0%	100.0%	80.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.4%	93.9%	92.9%	95.8%	95.7%	91.3%	94.7%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	66.7%	85.7%	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>

## Warren County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	87.5%	98.2%	100.0%	100.0%	100.0%	100.0%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	95.7%	96.7%	99.0%	98.5%	98.6%	98.3%	99.1%	96.4%
Warren County Community Service	99.1%	99.0%	99.6%	99.5%	99.8%	99.3%	99.4%	99.4%

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
Mayerson JCC (Jewish Community Center)	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	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	100.0%	99.2%	99.7%	99.5%	99.6%	99.6%

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
Mayerson JCC (Jewish Community Center)	100.0%	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	87.5%
Meals on Wheels of SW Ohio and Northern Kentucky	90.9%	91.3%	96.2%	100.0%	96.2%	93.3%	100.0%	95.8%
Warren County Community Service	97.3%	98.0%	98.7%	98.4%	99.5%	98.8%	98.5%	98.7%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
Warren County Community Service	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2023	2024	2024	2024	2024	2025	2025	2025
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	99.7%	99.5%	100.0%	100.0%	99.7%	99.3%

<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>

## Warren 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
Mayerson JCC (Jewish Community Center)	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.4%	99.5%	100.0%	100.0%	100.0%	99.8%	99.7%	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
Mayerson JCC (Jewish Community Center)	100.0%	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.5%	91.3%	96.2%	88.2%	96.2%	93.3%	93.1%	87.5%
Warren County Community Service	96.7%	96.8%	98.7%	99.1%	99.3%	97.5%	98.8%	98.4%

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
Mayerson JCC (Jewish Community Center)	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	100.0%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.8%	100.0%	100.0%	100.0%	99.1%	99.1%	99.7%

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
Mayerson JCC (Jewish Community Center)	100.0%	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.1%	99.5%	100.0%	99.5%	99.5%	99.8%	100.0%	99.7%

<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>

## Warren 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
Meda-Care Transportation, Inc.	98.6%	100.0%	98.5%	96.8%	100.0%	100.0%	100.0%	98.3%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	89.2%	94.3%	100.0%	100.0%	98.7%	100.0%	87.3%
Warren County Community Service	99.8%	99.8%	100.0%	99.8%	100.0%	99.3%	98.8%	100.0%

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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	85.7%	92.9%	100.0%	100.0%	95.7%	100.0%	73.3%
Warren County Community Service	100.0%	98.8%	100.0%	98.5%	100.0%	97.8%	95.7%	100.0%

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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	88.2%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	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>

## Warren County ESP

### Medical Transportation SASI Scores

#### Do you get as much help as you need to get in/out of the vehicle?

Historical Average: 97.6%		2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.5%									
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.		95.5%	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC		100.0%	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%
Warren County Community Service		98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 97.6%		2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.2%									
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.		95.5%	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC		94.1%	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

#### Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%		2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.2%									
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC		100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	98.6%	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>

## Warren County ESP

### Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	84.6%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	95.5%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	92.9%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	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>

## Warren County ESP

### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	88.2%	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2024	2024	2024	2024	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Valley Transport LLC	94.1%	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	80.0%
Warren County Community Service	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	97.1%	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

## Warren 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 712 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