

AGENDA

BCESP Advisory Council Meeting

March 12, 2026 | 3:00 pm – 5:00 pm

LifeSpan, Inc. – 1900 Fairgrove Avenue, Hamilton, OH 45011 – Bever Room

<https://zoom.us/j/95460502718?pwd=lbkXzVBobMaa2AlnprfgwwXn71NpVN.1>

Meeting ID: 954 6050 2718 | Passcode: 088326

CALL TO ORDER / INTRODUCTIONS	Jennifer Heston-Mullins
APPROVAL OF MINUTES ❖ December 11, 2025, Minutes (Action Needed)	Jennifer Heston-Mullins
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ 2025 Provider Monitoring Summary ❖ Provider Quality Report	Judy Eschmann & Ronnie Spears Jennifer Heck Jennifer Heck
COMMITTEE REPORTS ❖ Governance Committee	Kevin Kurpieski
OLD BUSINESS ❖ Legal Status Pilot	Judy Eschmann
NEW BUSINESS ❖ Updated Sliding Fee Scale (Action Needed) ❖ Property Tax Advocacy Report ❖ Conflict of Interest & Confidentiality Policies	Ronnie Spears Nan Cahall Jennifer Heston-Mullins
HEARING THE PUBLIC	Jennifer Heston-Mullins
ADJOURNMENT (Action Needed)	Jennifer Heston-Mullins

NEXT MEETING: June 11, 2026

MINUTES
BCESP ADVISORY COUNCIL MEETING
 THURSDAY, DECEMBER 11, 2025 @ 3:00 P.M.

ATTENDANCE

<i>Members Present:</i>	<i>COA Staff:</i>	<i>Guests:</i>
Brandi Ballantyne Cara Brown Shawn Cowan (virtual) Jennifer Heston-Mullins Kevin Kurpieski Sherry Lind John McCarthy (virtual) Jennifer Roth Amy Simpson Sherrill Swann (virtual) Nancy Williams (virtual)	Judy Eschmann Ronnie Spears Ken Wilson	Judi Boyko Katie Furniss Joyce Kachelries
<i>Excused:</i> Michael Berding Laura Lacy Emily Liechty Tresea Hall	<i>Facilitator:</i> Jennifer Heston-Mullins	<i>Scribe:</i> Christina Adams
<i>Absent:</i>		

CALL TO ORDER / INTRODUCTIONS

The September 11, 2025, Butler County Elderly Services Program (ESP) Advisory Council was called to order by Jennifer Heston-Mullins at 3:08 p.m. Judi Boyko, Butler County Administrator, was introduced and she thanked the Advisory Council for their work on the Senior Services levy and continued support of the older adult population.

COA Leadership Changes

Ken shared that Judy Eschmann has assumed day-to-day responsibility for the Elderly Services Program and will regularly attend the Advisory Council meetings to provide updates and information. Ken will continue to be involved in his new role and will attend the meetings from time to time.

APPROVAL OF MINUTES

Jennifer Heston-Mullins called for a motion to approve the September 11, 2025 Butler County ESP Advisory Council minutes.

Motion: Jennifer Roth made a motion to approve the September 11, 2025 minutes as presented.

Second: Nancy Williams seconded the motion.

Action: The September 11, 2025 minutes were unanimously approved as presented.

Program Dashboard & Financial Report (July-September 2025)

Judy provided a review of the 3rd quarter Program Dashboard (please see handout for full details). At the end of the quarter, there were 2600 individuals served by the Elderly Services Program (ESP), 8 by Fast Track Home (FTH), and 1640 by Medicaid programs. The current MyCare program ends on December 31, 2025. There are four plans in NextGen MyCare which begins on January 1, 2026; Anthem, CareSource, Molina, and Buckeye. Buckeye will not begin taking new enrollments until January 2027. Members currently enrolled in Buckeye that moved to our region will continue with Buckeye until 2027 when they can choose a plan. The Ohio Department of Medicaid is working closely with the AAAs to ensure that services continue without disruptions, and no clients fall through the cracks. New enrollments in FTH were down in the 3rd quarter due to managed enrollment and staffing issues. We have hired additional staff and anticipate an increase in enrollment in the first quarter of 2026. Of the 1418 clients in need of home care assistance this quarter, only 26 were not matched with a provider. This reflects the improvement of the staffing shortage at home care agencies. Cara asked how many clients completed satisfaction surveys for home delivered meals, medical transportation, and home care assistance. Ken noted that we over sample because the survey is completed as part of the in home assessment. This number of clients who completed the survey is in our Provider Quality Report. Cara asked if this number can be included in the quarterly Program Dashboard. Judy will have this number added to the report.

Action: Judy to have the number of clients who complete a client satisfaction survey added to the Program Dashboard.

Benefit navigation specialists assisted 17 clients with utilizing their Medicare Advantage Plan benefits. This was a cost savings of \$5,100 to the program this quarter. Total annual savings to date is \$25,800.

Ronnie reviewed the Financial Report (July-September 2025). This is 9 months of actuals and 3 months of projections. We are projecting to end the year at the \$13M budget for tax levy appropriations. Operating expenses are within 2.8% of budget. Purchased services is over budget by 5.4% due to the increase in the number of individuals receiving home care assistance and an increase in home delivered meals. Overall, we are within budget by 4.7%.

Program Update Report

Ronnie reviewed the Program Update Report (please see handout for details). The parent company of Guardian Medical Monitoring, Modivcare, filed for voluntary, court-supervised restructuring in order to reduce debt, improve stability, and continue delivering consistent, uninterrupted care. There has been no electronic monitoring system disruptions for ESP clients. The hold on referrals for Janz's Medical Supply was lifted on October 8, 2025 and they are now accepting referrals for Home Medical Equipment. Butler County issued \$39,156 in Senior Farmers Market Nutrition Program (SFMNP) benefits in 2025. Of this, only \$22,208 in benefits were utilized. Feedback has been given to the Ohio Department of Aging to develop a strategy for program improvement in 2026. Nancy asked if vendors have to apply to participate and Jennifer asked if each individual farmer has to apply or does the farmers market or are they considered a group. Ronnie shared that we will provide the list of farmers markets participating in Butler County, and the information on the vendor application process.

Action: Ronnie to share the list of farmers markets participating in the SFMNP in Butler County and information on the vendor application process.

COA is planning to issue RFPs for home care assistance and transportation service in 2026. RFP criteria includes financial analysis, organization and capabilities overview, and pricing.

COMMITTEE REPORTS

Governance Committee Report

Kevin provided an update from the Governance Committee. This is Jennifer Roth's last meeting as she is term limited. Kevin thanked Jennifer for her six years of service. We still need to identify a treasurer, preferably someone with financial expertise. If someone identifies a candidate for treasurer, reach out to Kevin Kurpieski. Michael Berding, Fairfield Township Trustee, is a prospective chair for 2026. At the March meeting we will vote on the recommendation of Michael Berding as Chair and Jennifer Heston-Mullins as vice-chair.

OLD BUSINESS

Levy Update

Ken provided an update on the levy (see handout for details). The November 2025 levy passed by 55.4% which is lower than previous years but overall, the election turnout was low.

There is possible interest in adding a citizenship requirement to the program eligibility criteria. Currently eligibility reads as a resident of Butler County. Ken and Judy will be meeting with Judi Boyko in January to get more information. Judy shared that she has been in contact with Butler County Job and Family Services (JFS) about the possibility of JFS screening individuals through their S.A.V.E. database if citizenship is added as a program eligibility criteria. JFS would need the applicant to complete a release of information in order for JFS to utilize S.A.V.E. Ken noted that we are being proactive so that there would not delays in service should a policy decision be made.

Fixed Cost Sharing Implementation Update

Ken shared the fixed cost sharing implementation update (see handout for details). This new process was implemented on October 1, 2025 and there were 447 current ESP clients with a copay who were transitioned to flat billing. This new process will be used to determine the copay amount for new clients who are enrolled into ESP. A call line was established for clients who had questions about their copay or the transition to flat billing. We received 26 calls and all concerns were addressed. Overall, the process has been going well. An evaluation report will be completed and presented to the Advisory Council one year after implementation.

NEW BUSINESS

Five-Year Levy Projections

Ronnie reviewed the five-year levy projections. At the end of the current levy cycle (2021-2025) we are projected to have a balance of \$1.5M which is roughly 1.5 months of services and if the levy had not passed, the program would have been sunset. We are projecting at the end of the new levy cycle (2026-2030) to have a balance of \$5M which falls within our target of at least 3 to 6 months of services. In 2026, the first year of the new levy cycle, the estimated levy collections are reduced by 1.3M to account for the county homestead exemption.

2026 Meeting Schedule

COA proposed changing the day the Advisory Council meets quarterly from Thursday to a Monday or Wednesday. Chris is going to send a survey with options to determine if meeting on a different day will work or if we need to keep with Thursday.

HEARING THE PUBLIC

There were no individuals present from the public who wished to speak.

EXECUTIVE SESSION

N/A

ADJOURNMENT

Jennifer Heston-Mullins requested a motion to adjourn the meeting at 4:06 p.m.

Motion: Jennifer Roth made a motion to adjourn.

Second: Kevin Kurpieski seconded the motion.

Action: It was unanimously agreed to adjourn the meeting at 4:06 p.m.

NEXT MEETING

March 12, 2026



**Butler County ESP
Program and Financial Report
Quarter 4, 2025 (October - December 2025)**



Butler County ESP
Quarter 4, 2025 (October - December 2025)
EXECUTIVE SUMMARY

Highlighted Findings

1. Census Trends

- A. Compared to last year (Quarter 4, 2024), census decreased by -135 clients (from 2,769 to 2,634) or -4.88%.
- B. Compared to last quarter (Quarter 3, 2025), census increased by 34 clients (from 2,600 to 2,634) or 1.31%.

Note: Managed Enrollment ended in Butler County on November 10, 2025.

2. Fast Track Home

- A. Average length of stay has increased by 4 days compared to Quarter 3, 2025 (from 51 to 55).
- B. New Enrollments increased from Q3,2025 to Q4,2025 (from 21 to 41).
- C. Total clients who transferred to ESP from FTH decreased by -2 clients from Quarter 2, 2025 (from 12 to 10).

3. Financials

- A. Total Levy Revenue: The amount drawn down from the levy in 2025 through the fourth quarter is \$13.28 million, as compared to the budgeted amount of \$13.06 million. The variance as compared to the budget is over by \$224,690 or 1.7%.
- B. Total Expenses: The expenses in 2025 through the fourth quarter are \$14.4 million as compared to \$13.7 million in the budget. The variance as compared to the budget is over by \$722,173 or 5.3%.
- C. Purchase Services: The purchased services expenses are over by \$613,572 or 6.2% as compared to the budget.



Butler County ESP

Quarter 4, 2025 (October - December 2025)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

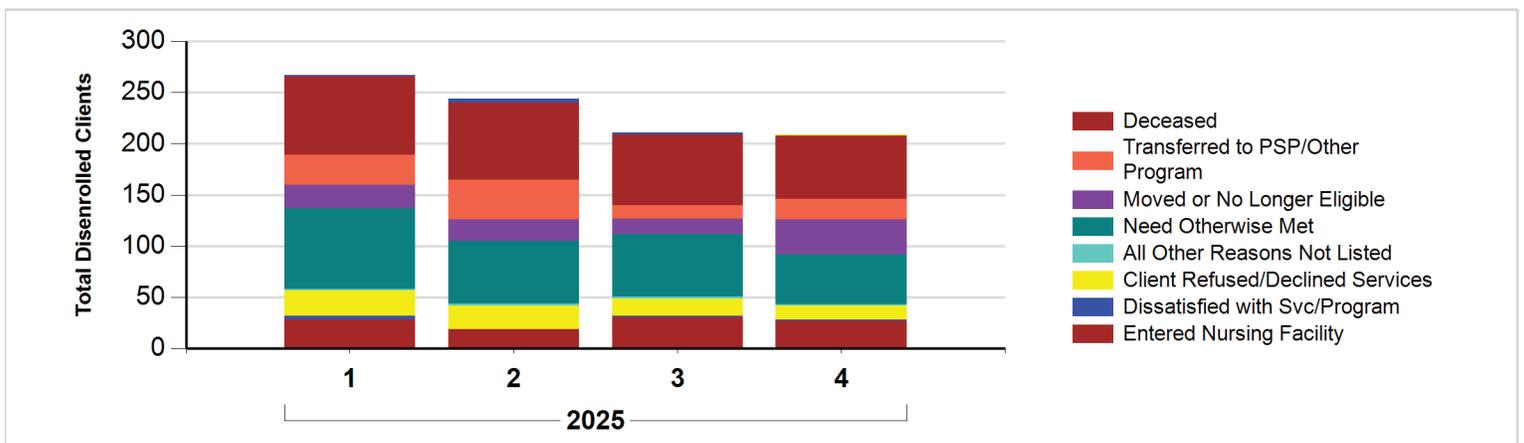
Year	2025			
Quarter	1	2	3	4
ESP	2,658	2,586	2,600	2,634
FTH	60	11	8	31
Medicaid Programs	1,538	1,621	1,640	1,702
Passport	394	423	454	489
Assisted Living	98	111	133	148
Molina	442	435	398	441
Aetna	604	652	655	624

Quarter-End Census, New Enrollments, and Disenrollments

Year	2025			
Quarter	1	2	3	4
Quarter-End Census	2,658	2,586	2,600	2,634
New Enrollments	147	175	226	239
Disenrollments	266	240	209	209

Disenrollment Outcomes

Year	2025			
Quarter	1	2	3	4
Client Refused/Declined Services	25	23	17	15
Deceased	77	75	69	62
Dissatisfied with Svc/Program	4	0	1	1
Entered Nursing Facility	28	19	31	27
Moved or No Longer Eligible	23	21	15	34
Need Otherwise Met	79	61	61	49
Transferred to PSP/Other Program	29	39	13	20
All Other Reasons Not Listed	1	2	2	1
Total	266	240	209	209





Butler County ESP
Quarter 4, 2025 (October - December 2025)
TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group¹

Year	2025			
Quarter	1	2	3	4
Adult Day Service	13	14	12	14
Consumer Directed Care	241	238	233	214
Electronic Monitoring	1,539	1,494	1,479	1,472
Home Care Assistance	820	914	940	952
Home Delivered Meals	1,520	1,480	1,523	1,579
Home Medical Equipment	106	100	102	82
Home Modification	48	55	34	40
Laundry Service	37	36	36	41
Other Services	268	251	236	241
Transportation	229	212	191	198
All Services (Unduplicated)	2,917	2,826	2,809	2,846

Units Billed by Service Group *Please see the notes page for unit of measure descriptions by service.*

Year	2025			
Quarter	1	2	3	4
Adult Day Service	240	323	250	256
Consumer Directed Care	17,940	20,240	20,080	18,425
Electronic Monitoring	4,150	4,275	4,253	4,192
Home Care Assistance	22,322	24,900	25,332	25,445
Home Delivered Meals	93,860	95,048	97,056	102,260
Home Medical Equipment	183	182	182	162
Home Modification	53	59	35	44
Laundry Service	312	363	392	396
Other Services	1,366	1,187	1,145	1,260
Transportation	2,470	2,388	2,042	2,069

Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Adult Day Service	\$21,032	\$22,562	\$31,916	\$25,994
Consumer Directed Care	\$350,897	\$380,538	\$366,038	\$385,611
Electronic Monitoring	\$84,659	\$88,497	\$89,574	\$89,014
Home Care Assistance	\$616,741	\$714,044	\$711,850	\$736,160
Home Delivered Meals	\$1,042,375	\$1,057,010	\$1,087,162	\$1,167,079
Home Medical Equipment	\$27,758	\$27,079	\$36,115	\$34,708
Home Modification	\$60,420	\$74,054	\$44,182	\$71,710
Laundry Service	\$8,721	\$10,968	\$12,281	\$12,920
Other Services	\$122,129	\$102,282	\$101,932	\$136,777
Transportation	\$120,514	\$124,466	\$112,855	\$108,248
All Services	\$2,455,250	\$2,601,502	\$2,593,904	\$2,768,221

Respite Services are included in Other Services. For Q4 eleven clients received service totaling \$5,828. Q3 and Q2 eight clients received service at a cost of \$18,170.



Butler County ESP FTH
Quarter 4, 2025 (October - December 2025)
FAST TRACK HOME CENSUS TRENDS

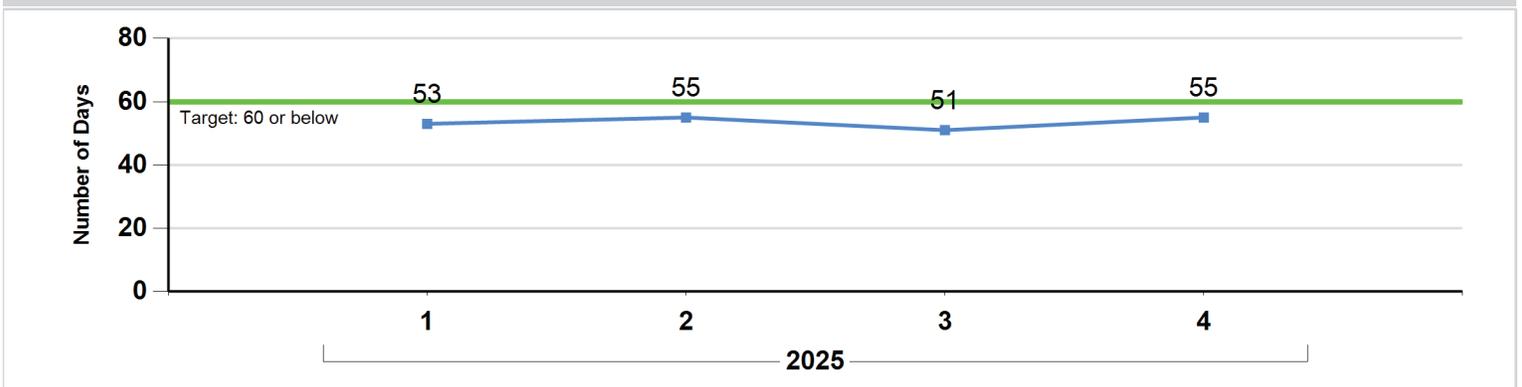
Total Clients Served, New Enrollments, Disenrollments

	2025			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	94	35	21	41
Disenrollments	86	88	22	18
Clients Transferred to ESP	18	22	12	10
	20.93%	25.00%	54.55%	55.56%

Enrollment by Setting

	2025			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Fort Hamilton	11	2	6	2
Spousal Meals	7	3	1	4
Community	1	1	0	0
Mercy Hospital Network	10	10	3	3
Premier Health Atrium	8	1	0	2
The Christ Hospital	3	2	2	4
TriHealth Hospital Network	23	6	4	9
University of Cincinnati Hospital Network	16	5	2	5
Other Hospital	6	3	1	6
Skilled Nursing Facilities	8	1	0	1
Rehabilitation Facilities	1	1	1	2
Not Captured	0	0	1	3
Total	94	35	21	41

Average Length of Stay





Butler County ESP FTH
Quarter 4, 2025 (October - December 2025)
FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	33	23	5	6
Home Care Assistance	41	29	9	18
Home Delivered Meals	67	41	16	26
Home Medical Equipment	25	16	6	9
Home Modification	9	9	1	5
Laundry Service	2	0	0	0
Transportation	7	7	7	6
All Services (Unduplicated)	114	75	32	39

Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	42	32	9	7
Home Care Assistance	418	314	77	140
Home Delivered Meals	1,517	1,186	280	665
Home Medical Equipment	45	25	11	21
Home Modification	10	9	1	5
Laundry Service	7	0	0	0
Transportation	17	67	34	27

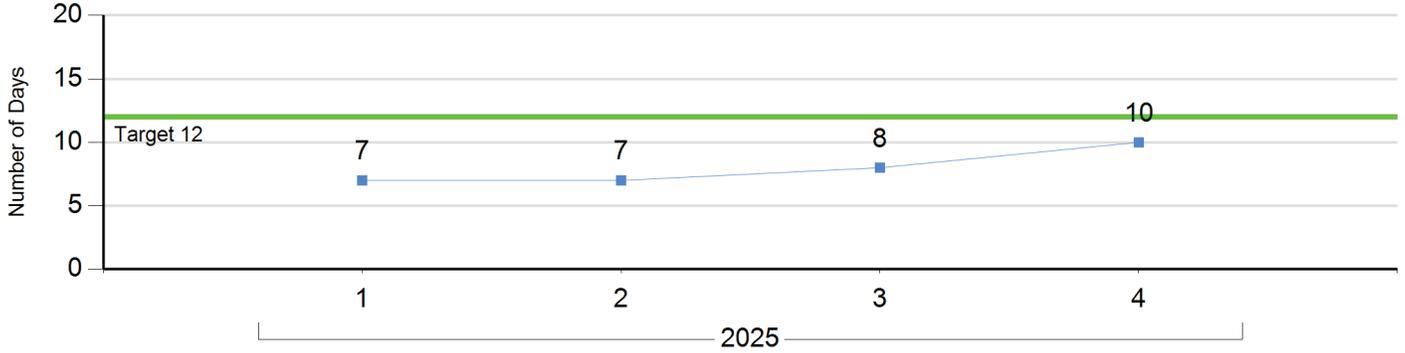
Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	\$783	\$696	\$178	\$147
Home Care Assistance	\$11,592	\$8,611	\$2,147	\$4,037
Home Delivered Meals	\$14,921	\$11,915	\$2,762	\$6,831
Home Medical Equipment	\$3,003	\$1,792	\$638	\$1,399
Home Modification	\$5,200	\$5,005	\$3,250	\$2,625
Laundry Service	\$220	\$0	\$0	\$0
Transportation	\$969	\$3,632	\$1,794	\$1,319
All Services	\$36,689	\$31,651	\$10,768	\$16,358



Butler County ESP
Quarter 4, 2025 (October - December 2025)
Traditional ESP PERFORMANCE TRENDS

Average Number of Days from Intake Call to the Enrollment Assessment¹



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2025	1	1,305	104	8%	71%	21%
2025	2	1,442	40	3%	77%	20%
2025	3	1,418	26	2%	78%	20%
2025	4	1,342	61	5%	75%	20%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	98.90%	99.13%	98.57%	99.25%
Good Choice of Meals Available	96.11%	96.10%	95.20%	97.99%
Distinct Clients Surveyed	675	649	651	638

Medical Transportation - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	98.11%	99.10%	99.08%	98.52%
Service Returns Client Home Promptly	95.80%	99.18%	97.50%	98.45%
Distinct Clients Surveyed	149	128	121	134

Home Care Assistance - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	97.32%	97.16%	97.89%	96.57%
Aide is Dependable	94.55%	95.92%	97.40%	95.32%
Distinct Clients Surveyed	403	410	455	450

¹ Beginning in Q4 2025, the measure for days taken to complete the initial assessment has been reconfigured. All previously reported data has been recalculated using the new scoring method to ensure consistency across reporting periods.



Butler County ESP
Quarter 4, 2025 (October - December 2025)
MEDICARE BENEFIT COST SAVINGS

Referrals				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Number of Clients Assisted	38	26	17	3
Over the Counter (OTC)	37	23	15	1

Number of Qualified Clients to Receive Service through Insurance				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	22	18	6	1
Medical Transportation	20	9	11	3

Total Cost Savings by Quarter				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Total Cost Savings(as of qtr. end date)	\$12,600	\$8,100	\$5,100	\$1,200

Year	2025
Total Annual Cost Savings	\$27,000



Butler County ESP
Quarter 4, 2025 (October - December 2025)

FINANCIALS: Based on Actual Revenue & Expenses as of December 31, 2025

	Annual Expenses	Annual Budget	Budget Variance	Percent Variance
Revenue				
Tax Levy Appropriations	\$13,282,022	\$13,057,332	\$224,690	1.7%
Federal Funding				
Title III B Supportive	\$57,709	\$0	\$57,709	0.0%
Title III C2 Home Delivered Meals and NSIP	464,113	161,980	302,132	186.5%
Title III E - Caregiver Support	222,915	94,291	128,624	136.4%
State Funding(Senior Comm. Serv, HDM, Alzheimer's)	89,163	99,625	(10,462)	-10.5%
Private Grant (H.B. E.W. & F.R. Luther Charitable Foundation)	32,844	0	32,844	0.0%
Other Revenue Sources (Interest)	60,570	62,722	(2,152)	-3.4%
Client Contributions				
Client Donations	4,205	10,646	(6,441)	-60.5%
Co-Pays Received	218,726	223,497	(4,771)	-2.1%
Total Revenue	\$14,432,268	\$13,710,094	\$722,174	5.3%
Expenses				
Operating Expenses				
COA Administrative	\$944,167	\$896,922	(\$47,245)	-5.3%
Intake & Assessment	345,995	369,323	23,328	6.3%
Fast Track Home Case Management *	188,590	128,282	(60,308)	-47.0%
Case Management	2,465,145	2,440,768	(24,377)	-1.0%
Total Operational Expenses	\$3,943,897	\$3,835,295	(\$108,602)	-2.8%
Purchased Services				
Home Care Assistance	\$2,781,184	\$2,020,501	(\$760,682)	-37.6%
Consumer Directed Care	1,483,084	1,571,951	88,867	5.7%
Respite Services	23,998	20,000	(3,998)	-20.0%
Laundry Service	45,112	26,854	(18,257)	-68.0%
Independent Living	255,980	228,391	(27,589)	-12.1%
Home Medical Equipment	132,492	118,627	(13,865)	-11.7%
Electronic Monitoring	353,548	302,565	(50,982)	-16.9%
Minor Home Modifications	266,446	503,439	236,992	47.1%
Major Housecleaning	27,650	55,110	27,460	49.8%
Pest Control	28,805	15,544	(13,261)	-85.3%
Home Delivered Meals	4,390,055	4,071,579	(318,476)	-7.8%
Adult Day Service	125,502	174,531	49,029	28.1%
Adult Day Transportation	22,755	46,602	23,847	51.2%
Medical Transportation	473,797	500,518	26,721	5.3%
Non Medical Transportation	77,963	128,585	50,622	39.4%
Behavioral Health	0	90,000	90,000	100.0%
Gross Purchased Services	\$10,488,370	\$9,874,799	(\$613,572)	-6.2%
Gross Program Expenses	\$14,432,268	\$13,710,094	(\$722,173)	-5.3%
Client Census	2,634 **	2,456	(178)	-7.2%
Cost of Services per Client	\$327.02	\$316.47	(\$10.55)	-3.3%

* Fast Track Home - Additional TIII B Funding of \$51,500 was blended into Butler County Elderly Services Program to support the Fast Track Home Program in 2025. The true variance of the program is 6.9% when netted against this additional funding, as shown below:

	Annual Expenses	Annual Budget	Budget Variance	Percent Variance
Fast Track Home Case Management	188,590	128,282	(60,308)	-47.0%
TIII B Additional Funding for FTH	(51,500)	0	51,500	
Fast Track Home Case Management True Variance	137,090	128,282	(8,808)	-6.9%

**Actual year end census

1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Health/Safety, and Unable to Meet Client Need.
 2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
 3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

- A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.
- B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.
- C. Home Care includes homemaking, personal care, companion, and respite services.
- D. Other Services includes Environmental Services, Independent Living Assistance, Behavioral Health Services, Non-Medical Transportation, Adult Day Transportation and Caregiver-Respite.
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.
1. Laundry Services: We are currently reviewing the client data that we have received from the vendor for the new laundry service we are implementing in the county.

3. FTH Census Trends

- A. Clients Enrolled in ESP is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.
- B. Community Enrollment may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

4. FTH Service Trends

- A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Hours
- C. Electronic Monitoring - Number of Months
- D. Home Care - Number of Hours
- E. Home Delivered Meals - Number of Meals
- F. Medical Transportation - Number of Trips

6. **N/A**: This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

7. Benefit Cost Savings:

OTC Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.

Butler County Program Update Report

February 2026

Adult Day Services (ADS)

Northwest Adult Services is on hold from receiving new referrals and direct awards due to new ownership.

Emergency Monitoring Systems (EMS)

Guardian Press Release: Guardian is pleased to share that as of December 29, 2025, our parent company, Modivcare, has successfully emerged from its financial restructuring process and has begun Day One as a stronger, more sustainable organization. We entered this process with clear objectives, and we achieved them. Modivcare emerges on solid financial footing with the backing of seasoned investors who are committed to our success. We're proud to welcome new directors whose significant financial and strategic investments in Modivcare will help shape our future, alongside the continued guidance of many of our experienced Board members. Our focus moving forward is straightforward: continue delivering consistently for you today, while building the capabilities that will support your needs tomorrow. Your members are at the center of everything we do, and providing critical care has remained our top priority.

Environmental Services (ENVIR)

Go2-Pros Pest Control will receive a contract for pest control and chore services effective March 1, 2026. The agency uses liquid applications or heat treatments for bed bug removal and has staffing to provide trash removal, clutter reduction, and exclusion work to keep pests out of the home.

Home Care Assistance (HCA)

No changes since the last report.

Home Delivered Meals (HDM)

No changes since the last report.

Senior Farmers Market Nutrition Program (SFMNP)

Awaiting program details for 2026. Strategy for improvements has been discussed with the Ohio Department of Aging.

Home Medical Equipment (HME)

No changes since the last report.

Independent Living Assistance (ILA)

No changes since the last report.

Minor Home Modification (MHM)

HomeCare Mattress, Inc. has been placed on hold from receiving new referrals and direct awards due to new ownership.

Transportation (Transp)

No changes since the last report.

2025 Executive Provider Monitoring Summary

Provider List - Butler Co ESP	Frequency of SCR	2025 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow Up Strategy	Reports Completed Within 30 Days of Resolution?
A Best Home Care	Annual	9/16/2025	HCA	N/A	N/A	N/A	N/A
A Miracle Home Care	Annual	8/21/2025	HCA	N/A	N/A	N/A	N/A
Active Day Cincinnati	Annual	In Process	ADS/ADS-T				
Always There Healthcare	Annual	In Process	HCA				
Amaramedical Health Care	Annual	1/14/2025	HCA	N/A	N/A	N/A	N/A
American Ramp Systems	Biennial	11/12/2025	HME/MHM	N/A	N/A	N/A	N/A
AnswerCare - Help at Home	Annual	7/9/2025	HCA	N/A	N/A	N/A	N/A
Arrow Heating Cooling and Home Maintenance, LLC	Annual	10/27/2025	HME/MHM	N/A	N/A	N/A	N/A
Bayley Adult Day	Annual	9/30/2025	ADS/ADS-T	N/A	N/A	N/A	N/A
Bernens Medical Pharmacy	Biennial	12/2/2025	HME	N/A	N/A	N/A	N/A
Comfort and Care Home Health Agency	Annual	9/5/2025	HCA	N/A	N/A	N/A	N/A
Custom Home Elevator	Biennial	7/31/2025	HME/MHM	N/A	N/A	N/A	N/A
Guardian Medical Monitoring	Biennial	11/24/2025	EMS	N/A	N/A	N/A	N/A
Help at Home - Prime Home Care	Annual	1/15/2025	HCA	Schedule of Question Cost	No	N/A	Yes
Home Care by Blackstone - Assisted Care by Blackstone	Annual	1/15/2025	HCA	N/A	N/A	N/A	N/A
Home First Non-Medical	Biennial	1/28/2025	ENV/HME	N/A	N/A	N/A	N/A
Interim HomeStyles of Greater Cincinnati	Annual	8/21/2025	HCA	N/A	N/A	N/A	N/A

Janz Medical Supply	Annual	10/8/2025	HME	Level 2 Sanction, with a hold on services until provider came into compliance	Yes	Regular meetings with provider, additional training for staff taking over program services	Yes
Jewish Family Service of the Cincinnati Area	Annual	3/12/2025	ILA	N/A	N/A	N/A	N/A
LCD Home Health Agency	Annual	7/14/2025	HCA	N/A	N/A	N/A	N/A
LifeSpan	Annual	In Process	CM				
MedAdapt Ltd.	Biennial	5/21/2025	MHM/ENV	N/A	N/A	N/A	N/A
Milt's Termite & Pest Control	Biennial	7/14/2025	ENV	N/A	N/A	N/A	N/A
Northwest Adult Day Service	Annual	In Process	ADS/ADS-T				
Nova Home Care Company	Annual	10/8/2025	HCA	N/A	N/A	N/A	N/A
Otterbein Lebanon Adult Day	Annual	In Process	ADS/ADS-T				
Oxford Senior Citizens	Annual	4/30/2025	HDM/ILA/NMT	N/A	N/A	N/A	N/A
Oxford Senior Community	Annual	4/30/2025	ADS/ADS-T	N/A	N/A	N/A	N/A
Partners In Prime dba MOW of Butler Co.	Annual	5/16/2025	HDM/ILA/NMT	Schedule of Question	No	N/A	N/A
PWC People Working Cooperatively, Inc.	Biennial	5/1/2025	MHM/HME/ENV	N/A	N/A	N/A	N/A
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	In Process	HCA				
Warren County Community	Annual	2/11/2025	HDM/Transp	N/A	N/A	N/A	N/A
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	3/21/2025	HDM	N/A	N/A	N/A	N/A

SERVICE KEY
ADS = Adult Day Services
ADS-T = Adult Day Transportation
CM = Care Management
EMS = Emergency Monitoring Systems
ENV = Environmental
HCA = Home Care Assistance
HDM = Home Delivered Meals
HME = Home Medical Equipment
ILA = Independent Living Assistance
MHM = Minor Home Modifications
Transp = Transportation

2026 Provider Monitoring Schedule

BUTLER COUNTY ESP PROVIDER MONITORING SCHEDULE - 2026 (Please find below the list of Butler County Providers of ESP Services and the tentative dates for annual review for 2026.)		
Butler County ESP Providers	Review Type	Review Tentative Date
101 Mobility	Bi-Ennial	9/9/2026
A Best Home Care	Annual	9/15/2026
A Miracle Home Care	Annual	8/20/2026
Active Day Cincinnati	Annual	1/22/2026
Always There Healthcare	Annual	5/13/2026
Amaramedical Health Care Services	Annual	1/12/2026
Answer Care dba Help at Home	Annual	7/8/2026
Arrow Heating, Cooling, and Home Maintenance	Annual	10/26/2026
Bayley Adult Day	Annual	8/21/2026
Comfort and Care Home Health Agency	Annual	9/4/2026
Prime Home Care dba Help at Home	Annual	1/13/2026
Home Care by Blackstone	Annual	2/17/2026
Interim HomeStyles of Greater Cincinnati	Annual	8/20/2026
Janz Medical Supply	Annual	10/7/2026
Jewish Family Services	Annual	3/11/2026
LCD Home Health Agency	Annual	7/13/2026
LifeSpan	Annual	11/12/2026
Meda-Care Transportation	Bi-Ennial	7/16/2026
Northwest Adult Day Service	Annual	10/20/2026
Nova Home Care Company	Annual	10/2/2026

Otterbein Lebanon ADS	Annual	6/17/2026
Oxford Senior Citizens	Annual	4/9/2026
Oxford Senior Community ADS	Annual	4/9/2026
Partners in Prime	Annual	6/10/2026
Senior Helpers of Southern Ohio	Annual	8/20/2026
Stateline Medical Equipment	Bi-Ennial	5/27/2026
Transport-U	Bi-Ennial	9/3/2026
Tri-State Maintenance	Bi-Ennial	6/4/2026
Warren County Community Services	Annual	2/10/2026
Wesley Community Services	Annual	3/12/2026

Proposed 2025 Request for Proposal (RFP) Schedule

COA is publishing the following RFPs during 2026:

- Home Care Assistance, Quarter Two
- Transportation Services, Quarter Two

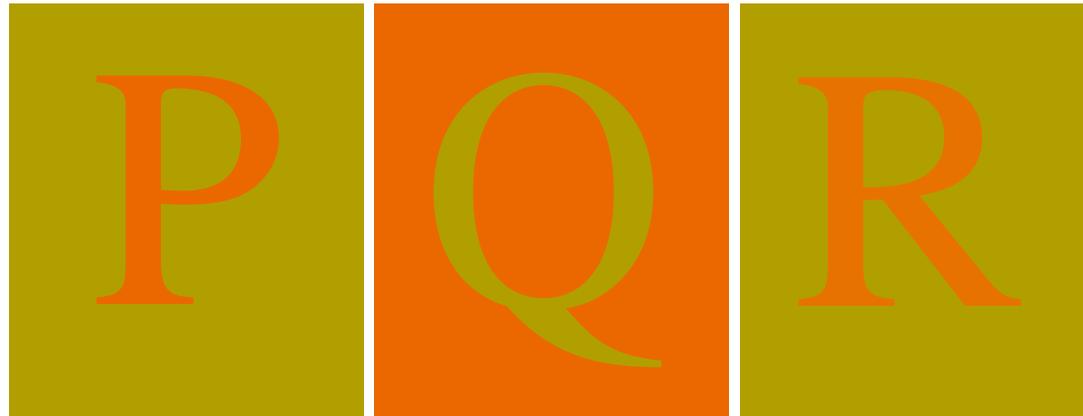
We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this year.

The RFP evaluations will have 3 categories:

- **Financial Analysis and Stability:** Proposals will be scored on their agency's demonstration of financial stability.
- **The Organization and Capabilities Overview:** Focus will include- emergency preparedness, quality improvement and service delivery to meet the changing needs of older adults. Proposals demonstrating a county presence will receive additional scoring.
- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?



Butler County



Provider Quality Report

Quarter 4, 2025



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Provider Quality Report: Introduction

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

Billable Unit Conversions:

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

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

SASI Scoring:

SASI scores that consist of smaller sample sizes may have adverse impact on providers' scores.



Provider Quality Report: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Saint Joseph Construction	Minor Home Mod	12/26/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
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	4/15/2025

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025 - 10/8/2025



Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
Active Day of Cincinnati	0	0	4	24	9	22	22	21	101
Lincoln Heights Outreach Inc.	0	2	0	0	0	0	0	0	2
Northwest Adult Services Pioneer Home Healthcare	114	65	65	83	41	57	25	48	498
Otterbein Lebanon Adult Day Service	113	84	198	103	86	129	103	83	896
Oxford Senior Citizens, Inc.	212	256	199	171	104	116	100	104	1,261
Total Billable Units	438	407	466	380	240	323	250	256	2,758

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Active Day of Cincinnati	0	0	0.86%	6.19%	3.76%	6.66%	8.82%	8.22%
Lincoln Heights Outreach Inc.	0	0.49%	0	0	0	0	0	0
Northwest Adult Services Pioneer Home Healthcare	26.03%	15.99%	13.95%	21.87%	17.12%	17.65%	10.02%	18.79%
Otterbein Lebanon Adult Day Service	25.68%	20.54%	42.49%	27.01%	35.70%	39.94%	41.08%	32.29%
Oxford Senior Citizens, Inc.	48.29%	62.98%	42.70%	44.93%	43.42%	35.76%	40.08%	40.70%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	0	0	1	1	1	1	1	1	1
Lincoln Heights Outreach Inc.	0	1	0	0	0	0	0	0	1
Northwest Adult Services Pioneer Home Healthcare	6	3	5	3	2	2	2	2	3
Otterbein Lebanon Adult Day Service	9	6	9	6	4	4	4	5	6
Oxford Senior Citizens, Inc.	13	11	9	9	6	7	5	6	8
Total Distinct Clients Served	28	21	24	19	13	14	12	14	5



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	17,537	26,366	23,056	23,322	17,940	20,240	20,080	18,425	166,966
Total Billable Units	17,537	26,366	23,056	23,322	17,940	20,240	20,080	18,425	166,966

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	232	260	255	255	240	237	231	214	241
Total Distinct Clients Served	232	260	255	255	240	237	231	214	241



Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
A Best Home Care, Inc.	83	74	78	51	42	74	41	41	481
A Miracle Home Care	13,962	13,530	13,460	15,692	16,112	17,806	17,768	17,877	126,206
Always There Healthcare LLC	0	0	0	0	0	0	7	22	29
Assisted Care by Black Stone of CIN	880	531	501	346	341	357	366	385	3,707
Comfort and Care Home Health Agency, Inc.	108	118	101	70	69	54	64	63	648
Interim HomeStyles of Greater Cincinnati, Inc.	2,521	2,449	2,089	2,217	1,894	2,108	2,026	1,846	17,149
LCD Home Health Agency	0	38	100	194	0	82	76	26	515
Nova Home Care	715	528	420	317	353	426	443	397	3,597
Prime Home Care, LLC	0	0	81	50	20	0	43	102	296
Quality Care	114	57	0	8	14	14	11	8	225
SH of Southern Ohio LLC	3,155	3,282	3,995	3,653	3,439	3,933	4,442	4,631	30,530
Superior Home Care, Inc.	60	40	44	44	40	48	46	48	369
Total Billable Units	21,597	20,646	20,869	22,640	22,322	24,900	25,332	25,445	183,751

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	0.38%	0.36%	0.37%	0.23%	0.19%	0.30%	0.16%	0.16%
A Miracle Home Care	64.65%	65.53%	64.50%	69.31%	72.18%	71.51%	70.14%	70.26%
Always There Healthcare LLC	0	0	0	0	0	0	0.03%	0.09%
Assisted Care by Black Stone of CIN	4.08%	2.57%	2.40%	1.53%	1.53%	1.43%	1.45%	1.51%
Comfort and Care Home Health Agency, Inc.	0.50%	0.57%	0.48%	0.31%	0.31%	0.22%	0.25%	0.25%
Interim HomeStyles of Greater Cincinnati, Inc.	11.67%	11.86%	10.01%	9.79%	8.48%	8.46%	8.00%	7.25%
LCD Home Health Agency	0	0.18%	0.48%	0.85%	0	0.33%	0.30%	0.10%
Nova Home Care	3.31%	2.56%	2.01%	1.40%	1.58%	1.71%	1.75%	1.56%
Prime Home Care, LLC	0	0	0.39%	0.22%	0.09%	0	0.17%	0.40%
Quality Care	0.53%	0.28%	0	0.03%	0.06%	0.05%	0.04%	0.03%
SH of Southern Ohio LLC	14.61%	15.90%	19.14%	16.14%	15.41%	15.80%	17.54%	18.20%
Superior Home Care, Inc.	0.28%	0.19%	0.21%	0.19%	0.18%	0.19%	0.18%	0.19%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	3	2	1	3	2	5	3	2	3
A Miracle Home Care	431	431	446	529	556	621	631	650	537
Always There Healthcare LLC	0	0	0	0	0	0	2	2	2
Assisted Care by Black Stone of CIN	26	17	16	14	11	10	11	10	14
Comfort and Care Home Health Agency, Inc.	8	13	7	3	5	2	4	2	6
Interim HomeStyles of Greater Cincinnati, Inc.	87	81	76	85	82	79	80	77	81
LCD Home Health Agency	0	2	8	15	0	5	5	2	6
Nova Home Care	15	15	11	9	9	9	8	11	11
Prime Home Care, LLC	0	0	3	1	1	0	3	6	3
Quality Care	3	3	0	1	1	1	1	1	2
SH of Southern Ohio LLC	132	163	170	166	159	186	195	194	171
Superior Home Care, Inc.	3	1	1	1	1	1	1	1	1
Total Distinct Clients Served	708	728	739	827	827	919	944	958	79



Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	3,901	3,831	3,642	4,186	4,093	4,210	4,180	4,100	32,142
Total Billable Units	3,901	3,831	3,642	4,186	4,093	4,210	4,180	4,100	32,142

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

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,391	1,315	1,254	1,496	1,519	1,476	1,457	1,441	1,419
Total Distinct Clients Served	1,391	1,315	1,254	1,496	1,519	1,476	1,457	1,441	1,419



Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
Mayerson JCC (Jewish Community Center)	6,778	8,747	8,886	10,691	5,693	203	0	0	40,998
Meals on Wheels of SW Ohio and Northern Kentucky	37,919	36,851	35,435	37,017	35,281	40,758	41,946	44,093	309,300
Oxford Senior Citizens, Inc.	2,575	2,478	2,420	2,548	2,137	2,259	2,473	2,739	19,629
Partners in Prime	30,897	27,695	26,884	25,733	25,224	25,029	24,300	24,430	210,192
Warren County Community Service	29,578	27,800	27,688	27,114	25,525	26,799	28,337	30,998	223,839
Total Billable Units	107,747	103,571	101,313	103,103	93,860	95,048	97,056	102,260	803,958

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Mayerson JCC (Jewish Community Center)	6.29%	8.45%	8.77%	10.37%	6.07%	0.21%	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	35.19%	35.58%	34.98%	35.90%	37.59%	42.88%	43.22%	43.12%
Oxford Senior Citizens, Inc.	2.39%	2.39%	2.39%	2.47%	2.28%	2.38%	2.55%	2.68%
Partners in Prime	28.68%	26.74%	26.54%	24.96%	26.87%	26.33%	25.04%	23.89%
Warren County Community Service	27.45%	26.84%	27.33%	26.30%	27.19%	28.20%	29.20%	30.31%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	130	149	163	193	164	14	0	0	136
Meals on Wheels of SW Ohio and Northern Kentucky	625	606	580	577	645	649	677	686	631
Oxford Senior Citizens, Inc.	49	48	47	45	42	41	46	44	45
Partners in Prime	474	440	414	404	417	399	378	378	413
Warren County Community Service	460	433	419	397	413	410	444	483	432
Total Distinct Clients Served	1,738	1,676	1,623	1,616	1,681	1,513	1,545	1,591	342



Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
101 Mobility Cincinnati	0	2	1	0	24	18	36	34	115
American Ramp Systems	63	50	58	43	44	42	41	38	379
Bernens Medical	125	128	104	111	96	103	93	73	833
Home First	6	4	5	5	4	3	1	2	30
Janz Medical Supply	0	0	5	6	7	8	0	3	29
Mullaney's Pharmacy & Home Health Care	8	0	0	0	0	0	0	0	8
Stateline Medical Equipment	6	3	7	7	5	2	9	6	45
Total Billable Units	208	187	180	172	180	176	180	156	1,439

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
101 Mobility Cincinnati	0	1.07%	0.56%	0	13.33%	10.23%	20.00%	21.79%
American Ramp Systems	30.29%	26.74%	32.22%	25.00%	24.44%	23.86%	22.78%	24.36%
Bernens Medical	60.10%	68.45%	57.78%	64.53%	53.33%	58.52%	51.67%	46.79%
Home First	2.88%	2.14%	2.78%	2.91%	2.22%	1.70%	0.56%	1.28%
Janz Medical Supply	0	0	2.78%	3.49%	3.89%	4.55%	0	1.92%
Mullaney's Pharmacy & Home Health Care	3.85%	0	0	0	0	0	0	0
Stateline Medical Equipment	2.88%	1.60%	3.89%	4.07%	2.78%	1.14%	5.00%	3.85%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	1	1	0	5	7	17	12	7
American Ramp Systems	24	19	20	19	19	17	14	14	18
Bernens Medical	74	81	73	70	62	58	60	42	65
Home First	5	4	5	5	4	3	1	2	4
Janz Medical Supply	0	0	5	5	7	7	0	3	5
Mullaney's Pharmacy & Home Health Care	6	0	0	0	0	0	0	0	6
Stateline Medical Equipment	5	3	7	6	4	2	9	6	5
Total Distinct Clients Served	114	108	111	105	101	94	101	79	18



Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	3	2	7	12
American Ramp Systems	0	0	0	1	2	0	0	0	3
Arrow Heating Cooling and Home Maintenance, LLC	2	3	0	5	4	1	0	5	20
Custom Home Elevator & Lift Co. Inc.	5	2	2	2	2	2	0	4	19
Home First	7	6	3	2	7	3	2	2	32
HomeCare Mattress Inc.	0	0	2	2	1	0	0	0	5
MedAdapt Ltd.	29	21	32	30	18	26	18	10	184
Stateline Medical Equipment	12	8	22	10	8	11	5	12	88
Tri-State Maintenance	5	13	15	5	11	13	8	4	74
Total Billable Units	60	53	76	57	53	59	35	44	437

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
101 Mobility Cincinnati	0	0	0	0	0	5.08%	5.71%	15.91%
American Ramp Systems	0	0	0	1.75%	3.77%	0	0	0
Arrow Heating Cooling and Home Maintenance, LLC	3.33%	5.66%	0	8.77%	7.55%	1.69%	0	11.36%
Custom Home Elevator & Lift Co. Inc.	8.33%	3.77%	2.63%	3.51%	3.77%	3.39%	0	9.09%
Home First	11.67%	11.32%	3.95%	3.51%	13.21%	5.08%	5.71%	4.55%
HomeCare Mattress Inc.	0	0	2.63%	3.51%	1.89%	0	0	0
MedAdapt Ltd.	48.33%	39.62%	42.11%	52.63%	33.96%	44.07%	51.43%	22.73%
Stateline Medical Equipment	20.00%	15.09%	28.95%	17.54%	15.09%	18.64%	14.29%	27.27%
Tri-State Maintenance	8.33%	24.53%	19.74%	8.77%	20.75%	22.03%	22.86%	9.09%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	1	2	5	3
American Ramp Systems	0	0	0	1	2	0	0	0	2
Arrow Heating Cooling and Home Maintenance, LLC	2	3	0	5	4	1	0	3	3
Custom Home Elevator & Lift Co. Inc.	5	2	2	2	2	2	0	4	3
Home First	7	6	3	2	6	3	2	2	4
HomeCare Mattress Inc.	0	0	2	2	1	0	0	0	2
MedAdapt Ltd.	27	21	30	28	18	25	18	10	22
Stateline Medical Equipment	12	8	22	10	8	11	5	12	11
Tri-State Maintenance	5	13	15	5	11	13	8	4	9
Total Distinct Clients Served	58	53	74	55	52	56	35	40	8



Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
Oxford Senior Citizens, Inc.	11	16	8	4	5	4	6	1	55
Partners in Prime	903	1,063	1,049	1,157	1,162	1,002	970	1,073	8,378
Total Billable Units	914	1,078	1,057	1,161	1,167	1,006	976	1,074	8,432

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Oxford Senior Citizens, Inc.	1.23%	1.44%	0.73%	0.32%	0.41%	0.42%	0.64%	0.09%
Partners in Prime	98.77%	98.56%	99.27%	99.68%	99.59%	99.58%	99.36%	99.91%
Total Market Share	100.00%							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	4	6	5	2	3	4	4	3	4
Partners in Prime	232	241	229	238	248	233	219	222	233
Total Distinct Clients Served	236	247	234	240	251	237	223	225	118



Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	0	3	3	4	2	1	2	17
Total Billable Units	2	0	3	3	4	2	1	2	17

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	7	0	0	0	0	0	0	0	7
Milts Termite & Pest Control	49	31	26	34	33	21	30	37	261
Total Billable Units	56	31	26	34	33	21	30	37	268

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
Kemper Shuttle Services	22	46	24	33	16	16	27	8	192
Meda-Care Transportation, Inc.	896	638	737	764	825	939	847	839	6,485
Oxford Senior Citizens, Inc.	3	6	4	4	10	8	12	2	49
Partners in Prime	967	997	991	940	727	583	329	395	5,929
Transport-U Transportation, LLC	241	245	249	187	163	191	192	204	1,672
Universal Transportation Systems	41	0	0	0	0	0	0	0	41
Valley Transport LLC	808	763	618	737	546	394	409	431	4,706
Warren County Community Service	171	191	137	126	183	257	226	190	1,481
Total Billable Units	3,149	2,886	2,760	2,791	2,470	2,388	2,042	2,069	20,555

Market Share									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	
Kemper Shuttle Services	0.70%	1.59%	0.87%	1.18%	0.65%	0.67%	1.32%	0.39%	
Meda-Care Transportation, Inc.	28.45%	22.11%	26.70%	27.37%	33.40%	39.32%	41.48%	40.55%	
Oxford Senior Citizens, Inc.	0.10%	0.21%	0.14%	0.14%	0.40%	0.34%	0.59%	0.10%	
Partners in Prime	30.71%	34.55%	35.91%	33.68%	29.43%	24.41%	16.11%	19.09%	
Transport-U Transportation, LLC	7.65%	8.49%	9.02%	6.70%	6.60%	8.00%	9.40%	9.86%	
Universal Transportation Systems	1.30%	0	0	0	0	0	0	0	
Valley Transport LLC	25.66%	26.44%	22.39%	26.41%	22.11%	16.50%	20.03%	20.83%	
Warren County Community Service	5.43%	6.62%	4.96%	4.51%	7.41%	10.76%	11.07%	9.18%	
Total Market Share	100.00%								

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
Kemper Shuttle Services	8	6	4	6	3	3	2	2	4
Meda-Care Transportation, Inc.	66	60	61	60	60	68	61	63	62
Oxford Senior Citizens, Inc.	2	2	2	1	3	3	5	1	2
Partners in Prime	98	95	90	86	76	65	47	50	76
Transport-U Transportation, LLC	18	19	19	17	16	13	16	17	17
Universal Transportation Systems	5	0	0	0	0	0	0	0	5
Valley Transport LLC	69	72	73	73	59	49	46	52	62
Warren County Community Service	23	18	20	13	18	17	19	18	18
Total Distinct Clients Served	289	272	269	256	235	218	196	203	34



Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	1	1	1	1	0	0	0	2
A Miracle Home Care	176	194	193	227	253	262	303	292
Always There Healthcare LLC	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	13	5	10	5	10	7	4	3
Comfort and Care Home Health Agency, Inc.	5	3	3	6	3	1	1	3
Interim HomeStyles of Greater Cincinnati, Inc.	31	46	32	43	53	39	34	39
LCD Home Health Agency	0	0	2	2	1	1	1	1
Nova Home Care	8	6	6	6	3	7	5	5
Prime Home Care, LLC	0	0	0	3	0	1	0	2
Quality Care	1	4	0	0	0	0	1	0
SH of Southern Ohio LLC	55	53	63	73	71	79	90	80
Superior Home Care, Inc.	1	1	0	1	0	1	0	1

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	25	60	55	65	55	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	269	223	271	255	266	281	287	309
Oxford Senior Citizens, Inc.	18	18	20	19	14	23	23	19
Partners in Prime	181	181	204	197	203	178	187	161
Warren County Community Service	164	178	179	178	157	186	171	166

Medical Transportation								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	3	6	6	5	2	6	2	3
Meda-Care Transportation, Inc.	26	36	42	47	34	34	37	44
Oxford Senior Citizens, Inc.	3	4	3	3	1	4	4	2
Partners in Prime	47	48	47	47	56	39	33	35
Transport-U Transportation, LLC	8	11	5	9	8	11	6	13
Universal Transportation Systems	1	0	0	0	0	0	0	0
Valley Transport LLC	33	25	33	37	39	30	31	29
Warren County Community Service	13	17	16	10	15	9	13	11



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	90.0%	90.0%	100.0%	100.0%	No Data	No Data	No Data	90.0%
A Miracle Home Care	97.5%	97.3%	98.1%	97.3%	98.5%	98.2%	98.3%	97.7%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	94.8%	90.5%	100.0%	95.5%	97.8%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	39.7%	100.0%	86.7%	73.3%	80.0%	100.0%	40.0%	80.0%
Interim Healthcare of Cincinnati Homestyles	98.1%	95.5%	98.6%	97.3%	95.6%	95.9%	99.3%	96.7%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	40.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	98.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	80.0%	No Data	100.0%	No Data	30.0%
Quality Care	100.0%	93.3%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	86.4%	85.6%	95.7%	79.1%	94.9%	93.9%	96.7%	95.3%
Superior Home Care, Inc.	100.0%	80.0%	No Data	100.0%	No Data	100.0%	No Data	70.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2024	2024	2024	2024	2025	2025	2025	2025
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	97.4%	99.4%	98.1%	98.4%	99.5%	98.2%	98.8%	97.9%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	83.3%	75.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	100.0%	100.0%	66.7%	66.7%	100.0%	0.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.3%	100.0%	96.9%	100.0%	100.0%	100.0%	97.3%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	87.8%	85.7%	96.1%	69.0%	94.9%	96.9%	96.0%	96.9%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	98.7%	98.9%	100.0%	99.0%	100.0%	97.8%	98.1%	97.6%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	81.8%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	83.3%	66.7%	100.0%	0.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.4%	92.5%	100.0%	97.2%	97.5%	100.0%	100.0%	97.3%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	91.5%	86.4%	94.4%	72.6%	95.1%	91.0%	94.9%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	90.9%	90.6%	95.8%	94.6%	96.8%	96.2%	96.3%	95.9%
Always There Healthcare LLC	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%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%
Interim Healthcare of Cincinnati Homestyles	93.3%	97.8%	100.0%	97.7%	96.2%	97.4%	97.1%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	77.8%	77.6%	91.9%	71.0%	92.9%	88.6%	95.6%	92.5%
Superior Home Care, Inc.	100.0%	0.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	99.4%	100.0%	99.0%	99.1%	99.2%	99.2%	99.3%	99.0%
Always There Healthcare LLC	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%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	97.7%	100.0%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	92.6%	93.9%	100.0%	88.9%	98.6%	98.7%	97.8%	98.8%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	99.4%	97.9%	98.4%	98.2%	98.4%	98.9%	98.7%	99.0%
Always There Healthcare LLC	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%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	97.6%	96.2%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	88.9%	91.7%	98.4%	87.5%	98.6%	98.7%	98.9%	97.5%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	98.3%	95.9%	97.4%	96.9%	97.6%	98.1%	98.3%	97.9%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	91.7%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	97.7%	94.3%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	87.0%	89.8%	96.8%	88.7%	95.7%	96.2%	96.7%	97.5%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	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	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	98.9%	97.9%	97.4%	97.3%	98.8%	98.5%	98.7%	98.3%
Always There Healthcare LLC	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%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	0.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	100.0%	96.2%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	90.7%	93.9%	98.4%	88.9%	97.1%	98.7%	97.8%	97.5%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home 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	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	0.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	0.0%
A Miracle Home Care	98.6%	99.4%	99.3%	98.9%	99.0%	98.6%	98.0%	97.1%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	100.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	0.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%
Interim Healthcare of Cincinnati Homestyles	90.9%	80.0%	85.7%	92.9%	90.9%	76.7%	96.2%	90.6%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	33.3%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	81.0%	80.0%	88.9%	69.5%	89.5%	90.3%	95.9%	88.1%
Superior Home Care, Inc.	100.0%	0.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	96.6%	96.4%	97.4%	94.3%	96.8%	97.7%	98.0%	97.2%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	66.7%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	95.3%	92.5%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	81.5%	82.0%	93.5%	76.4%	89.9%	89.9%	95.6%	92.5%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	96.6%	96.4%	98.4%	96.0%	98.4%	98.5%	98.3%	97.6%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	90.9%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	66.7%	66.7%	66.7%	100.0%	100.0%	66.7%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	100.0%	92.5%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	84.9%	75.5%	98.4%	78.9%	97.1%	89.9%	97.8%	96.3%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	97.8%	97.9%	98.5%	99.8%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	97.6%	98.1%	98.7%	99.0%	99.3%	98.6%	99.0%
Oxford Senior Citizens, Inc.	96.2%	94.9%	99.3%	100.0%	97.3%	97.8%	98.4%	98.6%
Partners in Prime	98.7%	96.8%	98.0%	98.4%	99.0%	98.5%	98.0%	99.4%
Warren County Community Service	97.7%	98.2%	98.7%	98.9%	98.5%	99.6%	99.2%	99.6%

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

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	98.3%	94.5%	98.5%	98.1%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	95.5%	97.0%	99.2%	98.1%	98.6%	96.2%	97.1%
Oxford Senior Citizens, Inc.	93.8%	88.9%	100.0%	100.0%	100.0%	95.7%	95.7%	94.1%
Partners in Prime	98.3%	94.4%	96.5%	97.4%	99.0%	96.6%	96.3%	99.4%
Warren County Community Service	95.7%	96.6%	97.8%	98.3%	96.8%	100.0%	98.2%	98.2%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	97.7%	99.6%	99.6%	100.0%	99.6%	99.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	99.5%	99.5%	99.4%	100.0%	100.0%
Warren County Community Service	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	98.1%	98.0%	100.0%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.0%	99.2%	99.1%	100.0%	100.0%	99.6%	99.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	99.4%	100.0%	99.4%	99.4%	99.3%	99.4%	99.3%
Warren County Community Service	100.0%	100.0%	99.3%	99.3%	99.2%	99.4%	100.0%	99.3%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	98.2%	98.5%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	100.0%	98.5%	100.0%	99.6%	99.6%	99.7%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%
Partners in Prime	99.4%	98.3%	98.5%	98.5%	100.0%	100.0%	98.9%	100.0%
Warren County Community Service	99.4%	99.4%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Mayerson JCC (Jewish Community Center)	100.0%	93.3%	94.5%	93.8%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	93.7%	95.2%	95.2%	96.2%	96.8%	95.5%	97.4%
Oxford Senior Citizens, Inc.	81.3%	81.3%	94.7%	100.0%	85.7%	91.3%	95.7%	94.4%
Partners in Prime	95.0%	91.0%	94.1%	96.4%	97.0%	94.4%	93.0%	98.1%
Warren County Community Service	92.1%	93.2%	95.0%	97.7%	94.3%	97.3%	97.1%	99.4%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Mayerson JCC (Jewish Community Center)	100.0%	96.7%	100.0%	98.5%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	98.2%	97.8%	98.0%	98.9%	100.0%	98.9%	100.0%
Oxford Senior Citizens, Inc.	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%
Partners in Prime	97.8%	95.6%	97.0%	99.0%	100.0%	99.4%	98.4%	100.0%
Warren County Community Service	96.3%	97.2%	98.9%	98.3%	99.4%	100.0%	98.8%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Mayerson JCC (Jewish Community Center)	100.0%	98.3%	98.2%	98.5%	100.0%	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	97.3%	98.5%	99.2%	98.9%	100.0%	99.0%	98.7%
Oxford Senior Citizens, Inc.	94.4%	94.4%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%
Partners in Prime	99.4%	96.7%	98.0%	98.5%	99.0%	100.0%	98.9%	100.0%
Warren County Community Service	98.8%	98.9%	98.9%	98.9%	98.7%	100.0%	99.4%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	90.0%	88.0%	96.0%	100.0%	100.0%	85.0%	100.0%	90.0%
Meda-Care Transportation, Inc.	97.7%	98.1%	98.8%	98.8%	98.4%	99.4%	99.7%	97.0%
Oxford Senior Citizens, Inc.	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	99.1%	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.9%	95.5%	99.3%	95.0%	96.4%	99.6%	96.8%	98.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	66.7%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.3%	100.0%	100.0%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	84.4%	95.5%	100.0%	94.1%	94.3%	100.0%	92.9%	96.2%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.7%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	93.8%	95.5%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.2%	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	95.5%	100.0%	97.1%	97.2%	96.2%	96.4%	100.0%
Warren County Community Service	100.0%	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%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.2%	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	95.5%	100.0%	97.1%	97.2%	100.0%	96.4%	100.0%
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%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	66.7%	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.8%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	90.9%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	92.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	96.9%	95.5%	100.0%	97.1%	100.0%	100.0%	96.4%	100.0%
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%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.6%	97.7%	100.0%	100.0%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	100.0%	96.7%	97.1%	97.2%	100.0%	92.9%	96.2%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	80.0%	80.0%	100.0%	100.0%	75.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	92.3%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	95.0%
Oxford Senior Citizens, Inc.	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	96.9%	95.5%	100.0%	94.1%	97.2%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	66.7%	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	87.1%	95.5%	100.0%	88.2%	94.4%	100.0%	96.4%	96.2%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Appendix A: Methodology for SASI Analysis

Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,308 SASIs collected from October 1st, 2025 through December 31st, 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



December 2025 Property Tax Advocacy Report

State Advocacy

Property Tax Senior Service Levies Impact

Ohio Gov. Mike DeWine signed a package of five property tax reform bills into law, marking what supporters call a “historic” effort to curb sharp increases in homeowners’ property taxes. Ohio’s newly enacted property tax package is projected to reduce property tax collections by **over \$2 billion in the next three years**. The package includes five bills that significantly reshape how property taxes are calculated, capped, and adjusted:

- **HB 335** – Limits revenue growth from inside millage by tying increases to inflation, requiring county budget commissions (CBCs) to adjust levy rates so revenue from rising property values cannot faster than the three-year cumulative inflation rate. Major impact on schools and inside milage rates. Limited potential impact to senior service fixed rate levies.
- **HB 309** – Allows CBCs to reduce voted levies beyond their first collection year if they determine the revenue would be “unnecessary” or “excessive.” This has limited potential impact to senior service fixed rate levies. None of our levies are carrying a balance/reserve greater than 6 months, so this is likely to not have an impact unless we built up a carryover balance that was too large. This has occurred a few times in our history in Butler and Warren Counties where a rollback and a tax holiday was approved by the county commissioners to decrease the fund balance. We also recently experienced underspending in levies during the pandemic when extra federal funding rolled in while many services saw reductions because of the shutdowns and limited workforce.
- **HB 129** – Changes the calculation of the 20-mill floor by counting fixed-sum “current expense” levies (including emergency and substitute levies) toward the floor beginning in tax year 2026. Impacts school funding only.
- **HB 186** – Caps revenue growth for districts at the 20-mill floor to inflation and applies this limit retroactively to tax years 2023 and 2024—an element raising concern about impacts on school funding. Impact school funding only.
- **HB 124** – Adjusts the Ohio Department of Taxation’s property valuation process, influencing how the other four bills operate. This has limited impact to senior service fixed rate levies. Although Senior Services Levies do not change with HB 124, property value changes influence how much tax revenue they produce

The package follows months of legislative work driven by public pressure over rising living costs and steep increases in residential property valuations. It also comes amid a separate citizen-led push for a constitutional amendment to eliminate property taxes entirely.

Further property tax reform is planned for the **2025–2026 legislative session**, emphasizing goals of making taxes lower and more predictable while sustaining local government resources.

Butler County Elderly Services Program

2026

CONFLICT OF INTEREST POLICY

INTRODUCTION

This policy shall apply to the Butler County Elderly Services Advisory Council. The Advisory Council recognizes that any real or perceived conflict of interest on behalf of the Advisory Council could impair the ability of the Butler County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Butler County Elderly Services Program's standard conduct as it relates to potential conflicts of interest.

DEFINITIONS

1. "Family" means a person's spouse, partner, child, parent, brother, sister, grandchild, stepparent, stepchild, stepbrother, stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.
2. "Staff" means an employee of an agency that conducts business with the Butler County Elderly Services Program.
3. A person shall be considered to have a financial interest in a matter if it could result in a financial benefit or detriment of more than \$1,000 to him or his family. A person shall be considered to have a financial interest in any business entity in which he or a member of his family owns a 5% or more interest or in which he is an officer or policy-making employee.
4. A person shall be considered to have a personal interest in a matter if his or her judgment is substantially influenced in fact or by appearance by concerns other than those of the Butler County Elderly Services Program; also, a personal interest exists if they sit on the Board, serve in management or leadership, or any agency under contract with the Butler County Elderly Services Program or Administrator.
5. A business entity shall be deemed "related to a contract agency" if agency board or staff creates the entity, if agency funds are used to create the entity, or if agency funds or staff are used in the operation of the entity.

STANDARDS

Butler County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Butler County Elderly Services Program and their stakeholders, free from any adverse or conflicting personal or financial interests.

Refrain from using or authorizing the use of the authority of their positions to secure anything of value or the promise or offer of anything of value that manifests a substantial and improper

influence upon them with respect to their duties. No board or council member may either solicit or accept gratuities, favors, or anything of monetary value from grant recipients, potential grant recipients, contractors, potential contractors, or parties to sub-agreements.

Abstain from voting on any matter in which they and/or a family member have a personal or financial interest.

Promptly inform the Advisory Council of any personal or financial interest of which they are aware which may influence their decisions. Such disclosure shall occur at least annually and at any other time that Butler County Elderly Services Advisory Council considers any matter involving a business entity in which the board member has an interest.

Refrain from participating in the selection, award, or administration of a grant if real or perceived conflicts of interest exist.

In addition:

No person shall serve concurrently as an employee or board member of a contracted provider and as a board or advisory council member of Butler County Elderly Services Program without full disclosure to Butler County Elderly Services Advisory Council.

No person shall serve as a contract agency board member whose family member is an employee of Butler County Elderly Services Program/Administrator or serves on the Butler County Elderly Services Program and Administrator Board without full disclosure to Butler County Elderly Services Advisory Council.

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Butler County Elderly Services Advisory Council or the board of any agency may ratify any action it has taken without knowledge of the violation by a majority vote of disinterested board members.
2. No contract or transaction undertaken by a board without knowledge of the breach of one of these standards shall be void or voidable except as provided in Ohio Revised Code Section 1702.301.
3. Attached is Conflict of Interest reporting form:

Form I

For reporting by Butler County Elderly Services Program Advisory Council. Must be completed by each Butler County Elderly Services Program Advisory Council member when elected or appointed. A new form should be completed if a subsequent conflict arises.

FORM I

CONFLICT OF INTEREST DISCLOSURE STATEMENT

(For reporting by the Butler County Elderly Services Advisory Council)

_____ I have received and read the "Conflict of Interest" policy of the Butler County Elderly Services Program. I have no conflict of interest. (*)

_____ I have received and read the "Conflict of Interest" policy of the Butler County Elderly Services Program and disclose the following:

I certify that the above information is true to the best of my knowledge and that I have no other conflict to report at this time. I further certify that I will abide by the terms of the conflict of interest policies of the Butler County Elderly Services Advisory Council and will report any new conflict of interest when it arises.

Date

Signature

Printed Name

(*) A conflict of interest exists if:

1. You are a board member of both a contract agency and the Butler County Elderly Services Advisory Council itself;
2. You are a member of Butler County Elderly Services Advisory Council and also on its staff or the staff of a contract agency;
3. You have a family member on a contract agency's board or staff;
4. You have a family member on the staff of Butler County Elderly Services Program;
5. You have a personal interest in a matter before Butler County Elderly Services Program; or
6. You or your family member has a financial interest of \$1,000 or more, or owns 5% or more of, or is an officer or policy-making employee of a business entity doing business with Butler County Elderly Services Program.



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Confidentiality Policy for Advisory Council Members, Volunteers and Affiliates of Council on Aging

Respecting the privacy of our clients, donors, members, staff, volunteers and of Council on Aging (COA) itself is a basic value of COA. Personal, health and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from COA in accordance with the HIPAA Privacy and Security Rule.

Board and council members, volunteers and affiliates are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from discussing confidential information in public spaces and from leaving confidential information contained in documents or on computer screens in plain view.

Board and council members, volunteers and affiliates of COA may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of COA that such information must be kept confidential both during and after affiliation or volunteer service. Affiliates and volunteers, including board and advisory council members, are expected to return materials containing privileged or confidential information at the time of separation from affiliation or expiration of service.

Acknowledgement of Confidentiality of Client Information

I agree to treat all information about clients, donors, staff, volunteers and COA itself that I learn during my affiliation or service with COA as confidential and I understand that it would be a violation of policy to disclose such information to anyone without prior COA authorization in accordance with the HIPAA Privacy and Security Rule.

Signature of Affiliate/Volunteer: _____

Date: _____ Name: _____