

AGENDA

HCESP Advisory Council Meeting

March 26, 2026 | 2:00 – 3:30 p.m.

COA Board Room - 4601 Malsbary Road, Blue Ash, OH 45242

<https://zoom.us/j/99878455016?pwd=VinN7t5PqQfKT5xc04HblBIQdLf1lo.1>

Meeting ID: 998 7845 5016 | Passcode: 849544

CALL TO ORDER / INTRODUCTIONS ❖ April Harper – New Advisory Council Member	2:00	Janice Hunter
APPROVAL OF MINUTES ❖ December 4, 2025 Minutes (Action Needed)	2:00-2:05	Janice Hunter
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ Services with Capacity or Quality Problems ❖ Provider Quality Report	2:05-2:20 2:20-2:30 2:30-2:40	Judy Eschmann & Ronnie Spears Jennifer Heck Jennifer Heck
OLD BUSINESS ❖ Community Access Workgroup Update ❖ Proposed Changes to STEPS to Stability (Action Needed)	2:40-2:50 2:50-3:00	Maria Tirado Rodriguez Judy Eschmann
NEW BUSINESS ❖ Property Tax Advocacy Report ❖ Updated Sliding Fee Scale (Action Needed) ❖ Conflict of Interest & Confidentiality Policies	3:00-3:15 3:15-3:20 3:20-3:25	Nan Cahall Ronnie Spears Janice Hunter
HEARING THE PUBLIC	3:25-3:30	Janice Hunter
ADJOURNMENT (Action Needed)	3:30	Janice Hunter

NEXT MEETING: June 25, 2026

MINUTES
HCESP ADVISORY COUNCIL MEETING
MONDAY, DECEMBER 4, 2025 @ 2:00 P.M.

ATTENDANCE

Members Present: Randi Burlew Janine Gage Janice Hunter Holly Mundon Dimity Orlet	COA Staff: Judy Eschmann Ronnie Spears Ken Wilson	Guests:
Excused: Angele Blackshear Viola Brown	Facilitator: Janice Hunter	Scribe: Christina Adams
Absent:		

PACE TOUR

Members were given a tour of the PACE of Cincinnati facility.

CALL TO ORDER

The December 4, 2025 meeting of the HCESP Advisory Council was called to order by Janice Hunter at 2:31 p.m.

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 still be a resource and will attend meetings occasionally.

APPROVAL OF MINUTES

Janice Hunter called for a motion to approve the September 25, 2025 Hamilton County Elderly Services Program (HCESP) Advisory Council minutes as presented.

Motion: Dimity Orlet made a motion to approve the September 25, 2025 minutes.

Second: Randi Burlew seconded the motion.

Action: The September 25, 2025 minutes were unanimously approved.

QUARTERLY REPORTS

Program Dashboard & Financial Report (July-Sept 2025)

Judy provided an overview of the July-September 2025 Program Dashboard (please see the handout for full report). Managed enrollment ended on July 7, 2025 and as anticipated, new ESP enrollments increased in the third quarter. The average monthly cost per client dropped slightly in this time period. Cost per client includes intake and assessment, administration, care management, and provider services.

As the census increases, the cost per client decreases. During the third quarter, 3,954 clients received services. There was an increase of 15 in the units billed for home modification. Judy pointed out that while the units billed increased, the dollars paid for home modification decreased from the second quarter by nearly 50 percent. This was due to a credit from the second quarter that was applied in the third quarter, therefore reducing the dollars paid.

Randi asked if we are expecting a change in the distribution of services or the cost per client since managed enrollment has ended. Judy noted the eligibility criteria during managed enrollment required the need for a higher level of care which raised the cost per client. Administration, intake and assessment, and care management costs are spread across the total census, so the cost tends to go down when serving a larger population. With managed enrollment lifted, we will see the cost per client decrease.

New enrollments in Fast Track Home (FTH) dropped in the third quarter due to staffing issues. We are addressing these issues by increasing staffing. The Home Care Assistance (HCA) client satisfaction results showed a decrease of two percent from the second to third quarter. Janine asked if there is still a workforce shortage in HCA and are there issues with attracting, hiring, and retaining home care aides. Ken noted that less than one percent of clients have not been matched with a home care provider. The decrease in client satisfaction with aide dependability reflects aide turnover.

Janine asked how the retention issue is being addressed and is the issue that aides aren't being paid a high enough salary. Ken added there was a significant rate increase following the COVID pandemic and the workforce has improved. Ronnie noted that HCA is up for RFP in 2026. Some of these issues can be addressed as providers submit their bids. There was discussion around the need for home care agencies to retain dependable aides and what may incentive aides to stay with one company. Randi suggested exploring partnering with a community college or certification program to attract applicants to home care agencies and provide a path to career growth and development. Ken noted these suggestions will be relayed to the COA Team.

The STEPS to Stability program assisted 32 clients with a home modification in the third quarter. There were no remaining utility funds for this quarter. Randi asked if the funding for utility assistance could be spread out to ensure there is assistance available during the critical months with extreme heat or cold. Ken noted that the STEPS to Stability program is on the agenda as old business and there will be discussion on utility assistance. Janine asked about the Title III C2 Home Delivered Meals budget variance. Ronnie shared that some of these dollars were deferred to 2026 because we did not need to use all of the funding in 2025. We are not expecting any cuts to this funding. An increase of \$447K was added to the STEPS to Stability Program budget and \$50K was added to the Center for Respite Care (Senior Homeless Medical) because the funds were available.

Action: Judy/Ken to share suggestions from the discussion around home care agencies hiring and retaining quality aides with Provider Services.

Ronnie reviewed the July-September 2025 Financial Report (see handout for full details). This is nine months of actuals and three months of projections. We are at budget with tax levy appropriations and total revenue. Intake and assessment expenses were over budget due to the need to increase staff following managed enrollment being lifted. Overall, on a \$30M budget, we are less than 1% within budget.

Program Update Report

Ronnie shared the Program Update report (please see handout for full 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 have been

no issues with 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. Staff have been retrained on CareDirector to ensure accuracy and efficiency in processes. Hamilton County issued more than \$93K in Senior Farmers Market Nutrition Program benefits for 2025 but only \$38,280 was utilized. There has been discussion with the Ohio Department of Aging to improve utilization next year. Janine asked what happens to the dollars that were not utilized. Ken noted that a certain amount is budgeted as underutilization. Ronnie is going to look into how the underutilized funds across the state are handled. During 2026, COA may issue a Home Care Assistance RFP and/or a home52 Transportation RFP.

Action: Ronnie to find out how the underutilized funds across the state are handled.

OLD BUSINESS

HCESP Bylaws Update

Ken reviewed the changes to the bylaws. The member terms were updated to reflect a three-year term. The original language around member terms was intended to stagger terms when the Advisory Council began to avoid multiple terms expiring at the same time. This language no longer applies. Additionally, the term elderly in the bylaws has been updated to older adults.

Janice requested a motion to approve the changes to the bylaws.

Motion: Randi Burlew made a motion to approve changes to the bylaws.

Second: Dimity Orlet seconded the motion.

Action: The changes to the bylaws were unanimously approved.

Fixed Cost Sharing Implementation Update

Ken provided an update on the new fixed cost sharing process that was implemented on October 1st for new clients. Overall implementation has gone well with only a few issues related to individual circumstances. A full report and evaluation will be provided in 2026 when the new process has been in place for one year.

Proposed Changes to STEPS to Stability

Judy reviewed updates to the STEPS to Stability program guidelines. There are no changes to eligibility. In order to allow more older adults to benefit from the program, the guideline was changed so that if an older adult received a home modification or utility credits within the last year, they will not be eligible for home modifications or utility credits the following year. Following discussion on this change, it was suggested that utility credits and home modifications be managed separately with separate guidelines. Ken noted that this proposed change was mainly driven by the concern over utility credits. Some individuals get to utilize this benefit year after year while others have qualified but the funding was depleted by the time they applied.

Dimity suggested listing what home repairs/modifications the program covers before what is not covered for clarity. Additionally, if there is not a cap on a repair/modification, note that in the guidelines. Judy shared that we have been brainstorming ways to improve the application process when utility credits become available so that our front door is not inundated with calls. Managing the application process through the 513Relief Bus has been proposed. Later this month, we will be meeting with the county administrators who schedule these buses to talk about how the application process will be managed. Additionally, we have a contract with SO-ACT who also has the ability to take utility credit applications. Randi commented that the utility credits have been first come, first served and this will

change when applications will be handled through the 513Relief Bus and SO-ACT. Judy noted that information about the STEPS to Stability Program will be available on COA's website, and will clearly state if funding is available for home modification/repairs and utility credits or if either is closed. It was suggested to have a lottery for utility credits to make the opportunity to receive the credits more equitable. Ken and Judy will take this suggestion along with others that have been discussed back to COA and prepare a proposal for the next meeting.

Action: Judy/Ken to share suggestions discussed with COA team and prepare a proposal for the March meeting.

Additional service recommendations are being considered for the STEPS to Stability Program in 2026. These include transportation, attendant services for medical and outpatient procedures, and grocery shopping and delivery service.

Due to a time constraint, reviewing and requesting approval of the STEPS to Stability changes has been moved the next meeting. The program will operate under the current guidelines until the changes can be approved.

NEW BUSINESS

Five-Year Levy Projections

Ronnie reviewed the five-year levy projections (see handout for full details).

2026 Meeting Schedule

COA proposed changing the day the Advisory Council meets quarterly from Thursday to a Monday or Wednesday. Chris will send out meeting day options. If this does not work for the members, we will keep with Thursday.

Action: Chris to send email to survey member availability to meet on a different day.

HEARING THE PUBLIC

No requests from the public were made.

ADJOURNMENT

With no further business, Janice asked for a motion to adjourn the meeting at

Motion: Janine Gage made a motion to adjourn the meeting.

Second: Holly Mundon seconded the motion.

Action: The meeting was adjourned at 4:01 p.m.

NEXT MEETING

March 26, 2026



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



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

Highlighted Findings

1. Traditional ESP Census Trends

- A. Compared to last year (Quarter 4, 2024), census has increased by 3 clients (from 4,301 to 3,992) or -7.18%.
- B. Compared to last quarter (Quarter 3, 2025), census has increased by 69 clients (from 3,923 to 3,992) or 1.76%.

Note: Managed enrollment was administered in Hamilton County from May 1st, 2023 through July 7th, 2025.

2. Fast Track Home Census Trends

- A. Average length of stay increased by 3 days when compared to Quarter 3, 2025 (from 53 to 56).
- B. New Enrollments decreased by -11 compared to Quarter 3, 2024 (from 333 to 322).
- C. Total clients who transferred to ESP from FTH decreased when compared to Quarter 3, 2025 (from 140 to 136).

3. Financials

- A. Total Revenue: The amount drawn down from the levy through the fourth quarter of 2025 is \$28.7 million, as compared to \$28.7 million in the budget. The variance is under budget by \$11,751.
- B. Total Expenses: The expenses in 2025 are \$29.8 million as compared to \$29.8 million in the budget. The variance is under budget by \$39,780 or 0.1%.
- C. Purchase Services: Purchase Services: The purchased services expenses are under by \$492,999 or 2.2% as compared to budget.



Hamilton County ESP

Quarter 4, 2025 (October - December 2025)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

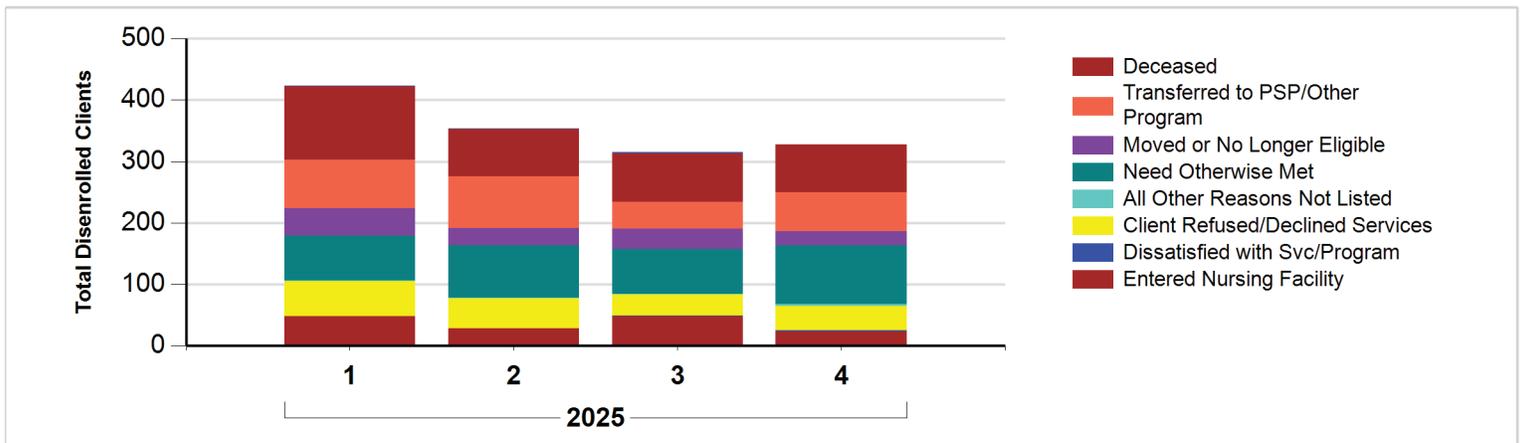
Year	2025			
Quarter	1	2	3	4
ESP	4,025	3,892	3,923	3,992
FTH	260	219	190	182
Medicaid Programs	3,640	3,627	3,635	3,772
Passport	553	570	631	690
Assisted Living	139	150	192	221
Molina	1,305	1,257	1,204	1,299
Aetna	1,643	1,650	1,608	1,562

Quarter-End Census, New Enrollments, and Disenrollments

Year	2025			
Quarter	1	2	3	4
Quarter-End Census	4,025	3,892	3,923	3,992
New Enrollments	136	224	387	376
Disenrollments	422	353	313	339

Disenrollment Outcomes

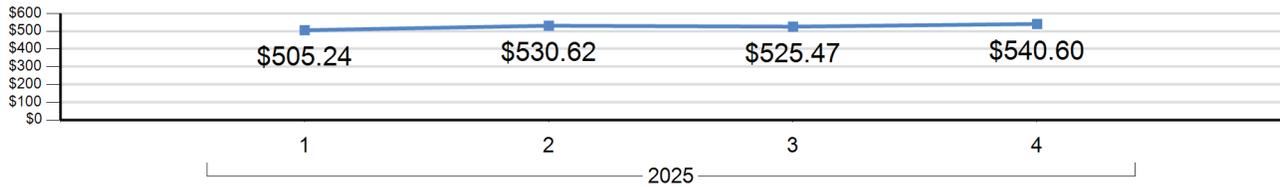
Year	2025			
Quarter	1	2	3	4
Client Refused/Declined Services	57	49	35	40
Deceased	119	77	79	89
Dissatisfied with Svc/Program	0	0	1	2
Entered Nursing Facility	48	28	48	23
Moved or No Longer Eligible	45	29	33	23
Need Otherwise Met	73	85	72	95
Transferred to PSP/Other Program	79	84	44	64
All Other Reasons Not Listed	1	1	1	3
Total	422	353	313	339





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

Average Monthly Cost per Client



Distinct Clients Served by Service Group

Year	2025			
Quarter	1	2	3	4
Adult Day Service	51	53	50	52
Consumer Directed Care	405	391	355	344
Electronic Monitoring	2,084	1,975	1,956	1,906
Home Care Assistance	1,893	1,840	1,849	1,897
Home Delivered Meals	2,415	2,346	2,325	2,297
Home Medical Equipment	101	104	113	96
Home Modification	35	25	40	39
Laundry Service	122	119	130	127
Other Services	107	98	106	105
Transportation	613	625	612	588
All Services (Unduplicated)	4,152	3,974	3,954	3,996

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	1,027	1,085	1,055	1,075
Consumer Directed Care	27,716	29,871	27,350	24,540
Electronic Monitoring	5,643	5,704	5,524	5,382
Home Care Assistance	68,126	68,335	67,426	66,822
Home Delivered Meals	158,426	166,107	159,611	164,313
Home Medical Equipment	137	138	144	125
Home Modification	37	30	45	43
Laundry Service	902	951	962	1,001
Other Services	1,490	1,290	1,289	1,125
Transportation	7,721	7,858	7,558	7,036

Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Adult Day Service	\$89,862	\$91,926	\$112,926	\$110,764
Consumer Directed Care	\$567,041	\$588,320	\$531,099	\$540,100
Electronic Monitoring	\$106,858	\$108,849	\$106,185	\$104,255
Home Care Assistance	\$1,807,470	\$1,824,980	\$1,789,363	\$1,843,162
Home Delivered Meals	\$1,450,658	\$1,515,363	\$1,457,668	\$1,541,327
Home Medical Equipment	\$32,866	\$37,250	\$34,118	\$19,931
Home Modification	\$24,530	\$51,505	\$25,653	\$53,825
Laundry Service	\$53,212	\$42,899	\$54,185	\$55,132
Other Services	\$86,324	\$78,149	\$118,113	\$105,735
Transportation	\$340,346	\$342,868	\$330,983	\$304,195
All Services	\$4,559,167	\$4,681,211	\$4,560,293	\$4,678,425

Respite Services are included in Other Services. Q4_ Ten clients served totaling \$19,100. Q3_ Nine clients served at a cost of \$38,584. Q2_ Fourteen clients served at a cost of \$7,238. Q1_ One client served served at a cost of \$220.



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

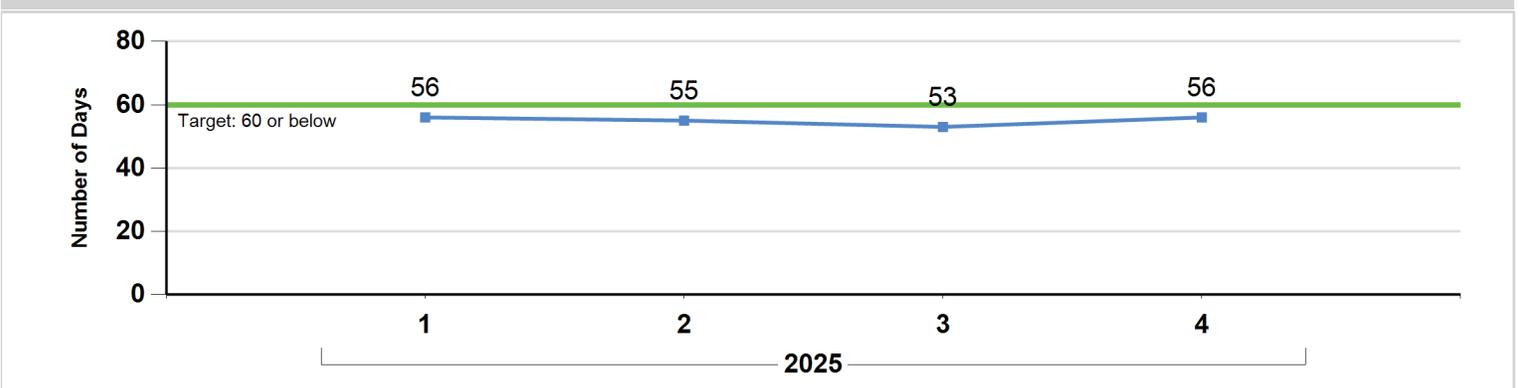
Total Clients Served, New Enrollments, Disenrollments

	2025			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New Enrollments	410	406	333	324
Disenrollments	393	453	357	332
Clients Transferred to ESP	109	150	140	136
	27.74%	33.11%	39.22%	40.96%

Enrollment by Setting

	2025			
Enrollment Setting	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Spousal Meals	16	9	10	12
Drake Rehab	3	3	0	0
Mercy Anderson Rehab	1	0	0	0
Miami Valley Hospital	0	0	0	1
Community	1	4	2	7
Mercy Hospital Network	103	96	80	81
Premier Health Atrium	1	0	0	0
The Christ Hospital	35	40	28	41
TriHealth Hospital Network	79	69	70	77
University of Cincinnati Hospital Network	45	41	36	46
Veterans Admin - VA	0	5	4	1
Other Hospital	44	58	52	25
Skilled Nursing Facilities	53	43	20	10
Rehabilitation Facilities	23	33	23	15
Skilled HHC	0	0	1	0
Not Captured	6	5	7	8
Total	410	406	333	324

Average Length of Stay





Hamilton 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	131	168	158	131
Home Care Assistance	203	230	202	206
Home Delivered Meals	293	326	253	246
Home Medical Equipment	150	168	124	131
Home Modification	51	69	67	63
Independent Living	0	2	0	1
Laundry Service	13	14	11	6
Transportation	46	66	54	53
All Services (Unduplicated)	473	515	423	411

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	164	217	239	181
Home Care Assistance	2,019	2,329	2,283	2,184
Home Delivered Meals	7,653	8,225	7,209	7,492
Home Medical Equipment	284	294	241	234
Home Modification	55	75	69	67
Independent Living	0	3	0	4
Laundry Service	67	58	24	31
Transportation	220	375	223	258

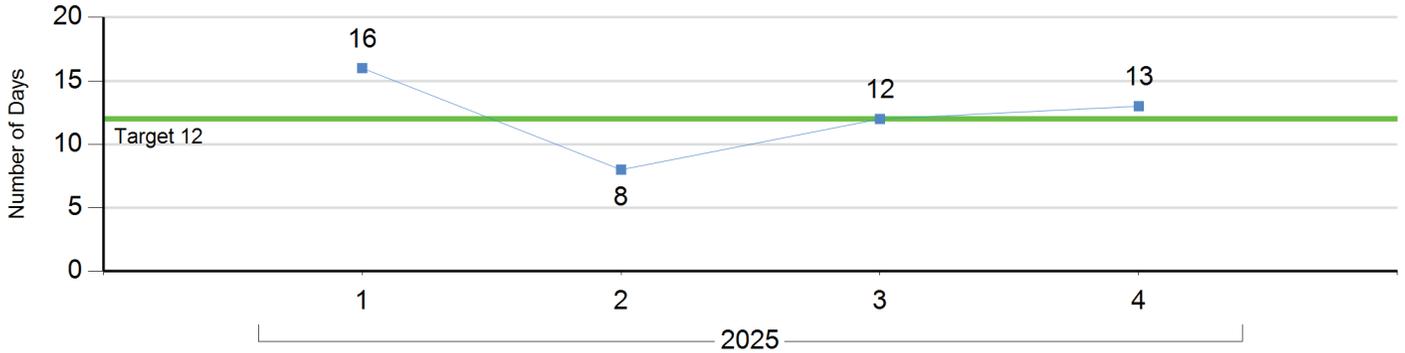
Dollars Paid by Service Group (Purchased Services)

Year	2025			
Quarter	1	2	3	4
Electronic Monitoring Systems	\$3,294	\$4,448	\$4,991	\$3,727
Home Care Assistance	\$53,620	\$62,373	\$59,660	\$60,939
Home Delivered Meals	\$69,407	\$75,195	\$65,811	\$69,958
Home Medical Equipment	\$23,632	\$25,646	\$20,527	\$19,362
Home Modification	\$23,156	\$35,819	\$31,576	\$32,134
Independent Living	\$0	\$309	\$0	\$406
Laundry Service	\$3,494	\$2,996	\$1,255	\$1,415
Transportation	\$16,598	\$20,258	\$12,599	\$15,809
All Services	\$193,212	\$227,044	\$196,419	\$203,749



Hamilton 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	2,696	26	1%	78%	21%
2025	2	3,065	23	1%	81%	18%
2025	3	3,039	47	1%	80%	19%
2025	4	2,829	70	3%	76%	21%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	98.57%	98.71%	98.79%	99.21%
Good Choice of Meals Available	96.36%	96.51%	97.11%	98.62%
Distinct Clients Surveyed	782	743	650	572

Medical Transportation - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	98.75%	97.01%	100.00%	96.35%
Service Returns Client Home Promptly	95.00%	95.63%	100.00%	89.33%
Distinct Clients Surveyed	107	111	30	64

Home Care Assistance - Client Satisfaction Survey Results

Year	2025			
Quarter	1	2	3	4
Overall Satisfaction	94.77%	95.94%	95.40%	96.52%
Aide is Dependable	92.15%	95.12%	93.09%	94.97%
Distinct Clients Surveyed	709	686	661	608

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.



Hamilton 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 Members Assisted	50	36	34	14
Over the Counter (OTC)	49	35	32	14

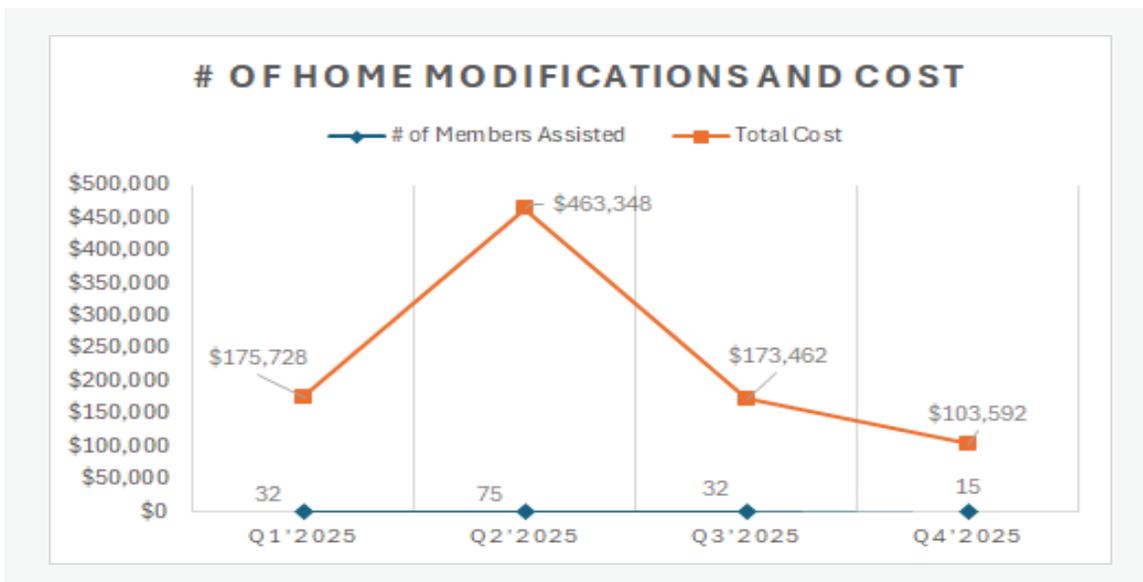
Number of Qualified Customers to Receive Service through Insurance				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Emergency Response Service	14	14	14	1
Medical Transportation (Estimated Average)	40	22	21	4

Total Cost Savings by Quarter				
Quarter _ Year	Q1_2025	Q2_2025	Q3_2025	Q4_2025
Total Cost Savings(as of qtr. end date)	\$16,718	\$11,085	\$10,772	\$1,552

Total Annual Cost Savings	2025
	\$40,127

Steps to Stability Clients Served and Cost

Home Modification				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	32	75	32	15
Total Cost	\$175,728	\$463,348	\$173,462	\$103,592



Duke Energy - Electric and Gas Utility Credits				
Year	2025	2025	2025	2025
Quarter	Q1	Q2	Q3	Q4
Number of Members Assisted	951	947	0	0
Total Cost	\$478,000	\$469,000	\$0	\$0

* In quarter 3, 2025, all funds for the Duke Energy Utility Credit assistance had been exhausted.



Hamilton County ESP

Quarter 4, 2025 (October - December 2025)

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

	Annual Projected	Annual Budget	Budget Variance	% Budget Variance
Revenue				
Tax Levy Appropriations	\$28,699,932	\$28,711,683	(\$11,751)	0.0%
Federal & State Funding				
Title III B - Supportive Services	\$35,001	\$0	\$35,001	
Title III C2 - Home Delivered Meals	38,104	201,826	(163,722)	-81.1%
Title III E - Caregiver Support	67,446	148,810	(81,364)	-54.7%
Alzheimer's	18,829	15,591	3,238	20.8%
Nutrition Services Incentive Program (NSIP)	23,396	253,521	(230,125)	-90.8%
Senior Community Services	34,450	146,540	(112,090)	-76.5%
Other Federal (ARPA HC Utilities)	519,863	0	519,863	0.0%
Client Contributions				
Client Donations	1,029	3,649	(2,620)	-71.8%
Co-Pays Received	364,252	360,462	3,791	1.1%
Total Revenue	\$29,802,303	\$29,842,082	(39,780)	-0.1%
Expenses				
Operating Expenses				
Administrative	\$1,818,920	\$1,818,296	(\$624)	0.0%
Intake & Assessment	284,549	208,960	(75,589)	-36.2%
FTH Case Management	1,494,015	1,446,187	(47,829)	-3.3%
Case Management	4,469,412	4,140,234	(329,178)	-8.0%
Total Operating Expenses	\$8,066,896	\$7,613,677	(\$453,219)	-6.0%
Purchased Services				
Home Care Assistance	\$7,436,425	\$7,198,839	(\$237,586)	-3.3%
Respite Services	65,142	50,000	(15,142)	-30.3%
Consumer Directed Care	2,226,572	2,637,953	411,381	15.6%
Laundry Service	214,587	234,367	19,780	8.4%
Independent Living	263,099	260,928	(2,170)	-0.8%
Minor Home Modifications	278,198	454,228	176,031	38.8%
Pest Control	11,625	38,753	27,128	70.0%
Major House Cleaning	26,450	70,911	44,461	62.7%
Home Medical Equipment	216,077	267,233	51,156	19.1%
Emergency Response Systems	442,607	450,985	8,377	1.9%
Home Delivered Meals	6,245,387	6,620,197	374,810	5.7%
Adult Day Service	404,579	502,302	97,723	19.5%
Adult Day Transportation	85,115	125,349	40,234	32.1%
Medical Transportation	1,061,042	1,333,517	272,475	20.4%
Non-Medical Transportation	322,615	408,384	85,770	21.0%
ARPA Hamilton County Utility Program!	519,863	0	(519,863)	100.0%
Transportation Coordination	220,781	274,459	53,678	19.6%
!Steps to Stability!(Utilities Home Mod Prog.) !!	1,395,243	1,000,000	(395,243)	-39.5%
!!!!Senior Homeless Medical	300,000	250,000	(50,000)	-20.0%
Guardian Gap Program	0	50,000	50,000	100.0%
Gross Purchased Services	\$21,735,406	\$22,228,405	\$492,999	2.2%
Gross Program Expenses	\$29,802,302	\$29,842,082	\$39,780	0.1%
Client Census	4,174 *	4,479	305	6.8%

*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, Adult Day Transportation, Independent Living Assistance 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.

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.

Hamilton County Program Update Report

March 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 (ENV)

Go2-Pros Pest Control will receive a contract for pest control and chore services effective March 13, 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.

home52 Transportation

Business Relations Partners worked with home52 transportation providers to lower rates and meet other key program needs. The new rate structure was agreed upon and expanded from 10/1/25 through 9/30/26.

Home Care Assistance (HCA)

No change since last report

Home Delivered Meals (HDM)

No change since last report

Senior Farmers Market Nutrition Program

Awaiting program details for 2026. Strategy for improvements has been discussed

with the Ohio Department of Aging.

Home Medical Equipment (HME)

Janz Medical Supply has closed their location in White Oak. They have a retail store in West Chester.

Independent Living Assistance (ILA)

No change since last report

Medical Recovery and Extended Care Services (MRECS)

No change since last report

Minor Home Modifications and Repairs (MHM)

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

2025 Executive Provider Monitoring Summary

Provider List - Hamilton Co ESP	Frequency of SCR	2025 Review Date	Services Provided	Findings Detail	Corrective Action Required?	COA Follow up Strategy	Report 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
Premier Transportation	Annual	5/21/2025	Transp	No active insurance	DA Issued	EOC was requested and received	Yes
Right at Home	Annual	5/29/2025	HCA	N/A	N/A	N/A	N/A
Active Day Cincinnati	Annual	In Process	ADS/ADS-Transp				
Always There Healthcare	Annual	In Process	HCA				

Lincoln Heights Outreach	Annual	9/15/2025	ADS/ADS-Transp	Disciplinary Action	Provider required to submit EOC that menu/meals meet necessary nutrition components are met. Menus had to be reviewed and approved by COA Registered Dietician.	Provider was given training on what is required for nutrition requirements by COA Registered Dietician. Provider submitted required EOC. DA lifted on 9/15/2025	Yes
Amaramedical Health Care Services	Annual	1/14/2025	HCA	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
Elite Xpress Transportation LLC	Annual	11/3/2025	Transp	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-Transp	N/A	N/A	N/A	N/A
Bernens Medical Pharmacy	Bi-Ennial	12/2/2025	HME	N/A	N/A	N/A	N/A
Comfort and Care Home Health	Annual	9/5/2025	HCA	N/A	N/A	N/A	N/A
Custom Home Elevator	Bi-Ennial	7/31/2025	HME/MHM	N/A	N/A	N/A	N/A
Guardian Medical Monitoring	Bi-Ennial	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
Bethesda Medical Transportation	Annual	In Process	Transp				
Home First Non-Medical	Bi-Ennial	1/28/2025	ENV/HME	N/A	N/A	N/A	N/A
Interim HomeStyles of Greater	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	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
Superior Home Care	Annual	4/24/2025	HCA	N/A	N/A	N/A	N/A
MedAdapt Ltd.	Bi-Ennial	5/21/2025	MHM/ENV	N/A	N/A	N/A	N/A
Milt's Termite & Pest Control	Bi-Ennial	7/14/2025	ENV	N/A	N/A	N/A	N/A
Northwest Adult Day Service	Annual	In Process	ADS/ADS-Transp				

Mayerson Jewish Community Center	Annual	3/20/2025	HDM	Schedule of Question Cost	No	N/A	Yes
I Care Transportation LLC	Annual	7/18/2025	Transp	N/A	N/A	N/A	N/A
Nova Home Care Company	Annual	10/3/2025	HCA	N/A	N/A	N/A	N/A
Day Share Senior Services	Annual	12/3/2025	ADS/ADS-Transp/HCA	N/A	N/A	N/A	N/A
Partners In Prime	Annual	6/11/2025	HDM/ILA/Transp	Schedule of Question Cost	No	N/A	Yes
PWC People Working Cooperatively,	Annual	5/5/2025	HME/MHM	N/A	N/A	N/A	N/A
Deupree Community MOW	Annual	5/7/2025	HDM	N/A	N/A	N/A	N/A
Western Hills Home Care	Annual	6/19/2025	HCA	N/A	N/A	N/A	N/A
Senior Helpers of Southern Ohio	Annual	In Process	HCA				
The Center for Respite Care	Annual	6/12/2025	MRECS	N/A	N/A	N/A	N/A
Shaddai Transportation	Annual	In Process	Transp				
Hillebrand Home Health	Annual	7/22/2025	HCA	N/A	N/A	N/A	N/A
T and R Transportation	Annual	4/30/2025	Transp	N/A	N/A	N/A	N/A
Quality Care	Annual	9/5/2025	HCA	N/A	N/A	N/A	N/A
Eastern Personnel Services	Annual	10/22/2025	HCA	Technical Assistance for late BCI reports.	Aides with late BCI reports were pulled from client services until BCI letters received. Evidenced qualified aides to replace those on hold until BCI reports were supplied.	No additional follow up strategy needed since technical assistance provided, eligible staff were available to provide services, and provider expressed understanding . BCI documentation will continue to be reviewed annually at audit.	N/A
Up and Walk Transportation	Annual	5/28/2025	Transp	N/A	N/A	N/A	N/A
Restoration Adult Day Services LLC	Annual	(Pre-cert) 3/31/25	ADS/ADS-Transp	N/A	N/A	N/A	N/A
Cincinnati Medical Transport	Bi-Ennial	8/21/2025	Transp	N/A	N/A	N/A	N/A
Timmons Tender Care	Annual	2/12/2025	Transp	N/A	N/A	N/A	N/A
Margaret's Hearts Adult Day Services	Annual	(Pre-cert) 4/22/25	ADS/ADS-Transp	N/A	N/A	N/A	N/A
Vebcom Adult Day	Annual	(Pre-cert) 7/9/25	ADS/ADS-Transp	N/A	N/A	N/A	N/A
Wesley/Meals on Wheels of Kemper Shuttle	Annual	3/21/2025	HDM	N/A	N/A	N/A	N/A
Ny's Transportation	Bi-Ennial	In Process	Transp				

SERVICE KEY
ADS = Adult Day Services
ADS Transp = Adult Day Transportation
CM = Care Management
ERS = Emergency Response System
ENVIR-Chore = Environmental-Chore
ENVIR-Pest = Environmental-Pest Control
HCA = Home Care Assistance
HDM = Home Delivered Meals
ILA = Independent Living Assistance
MRECS = Medical Recovery & Extended Care Services
MHM = Minor Home Modifications
Transp = Transportation

2026 Provider Monitoring Schedule

HAMILTON COUNTY ESP PROVIDER MONITORING SCHEDULE		
(Please find below the list of Hamilton County Providers of ESP Services and the tentative dates for annual review for 2026.)		
Hamilton 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
Premier Transportation	Annual	4/21/2026
Active Day Cincinnati	Annual	1/22/2026
Always There Healthcare	Annual	5/13/2026

Lincoln Heights Outreach	Annual	8/20/2026
Amaramedical Health Care Services	Annual	1/12/2027
AnswerCare – Help at Home	Annual	7/8/2026
Elite Xpress Transportation LLC	Annual	11/2/2026
Arrow Heating, Cooling, and Home Maintenance	Annual	10/26/2026
Bayley Adult Day	Annual	8/21/2026
Bernens Medical Pharmacy	Bi-Ennial	11/29/2027
Comfort and Care Home Health Agency	Annual	9/4/2026
Custom Home Elevator	Bi-Ennial	7/29/2027
Guardian Medical Monitoring	Bi-Ennial	11/22/2027
Help at Home – Prime Home Care	Annual	1/13/2027
Home Care by Blackstone	Annual	2/16/2027
Bethesda Medical Transportation	Annual	9/23/2026
Home First Non-Medical	Bi-Ennial	11/29/2027
Interim HomeStyles of Greater Cincinnati	Annual	8/20/2026
Janz Medical Supplies	Annual	10/7/2026
Jewish Family Services	Annual	3/11/2026
LCD Home Health Agency	Annual	7/13/2026
Superior Home Care	Annual	4/23/2026
Meda-Care Transportation	Bi-Ennial	7/16/2026
MedAdapt Ltd.	Bi-Ennial	5/19/2027
Milt's Termite and Pest Control	Bi-Ennial	7/12/2027
Northwest Adult Day	Annual	10/20/2026
Mayerson Jewish Community Center	Annual	3/19/2026
I Care Transportation LLC	Annual	8/29/2026

Nova Home Care	Annual	10/2/2026
Day Share Senior Services	Annual	12/2/2026
Partners in Prime	Annual	6/10/2026
PWC – People Working Cooperatively	Annual	5/3/2027
Deupree Community Meals on Wheels	Annual	5/6/2026
Western Hills Home Care	Annual	6/18/2026
Senior Helpers of Southern Ohio	Annual	8/20/2026
The Center for Respite Care	Annual	7/9/2026
Shaddai Transportation	Annual	7/22/2026
Hillebrand Home Health	Annual	7/21/2026
Stateline Medical Equipment	Bi-Ennial	5/27/2026
T and R Transportation	Annual	4/29/2026
Traveling Seniors Transportation	Bi-Ennial	10/13/2026
Quality Care	Annual	9/4/2026
Valley Transport	Bi-Ennial	7/22/2026
Tri-State Maintenance	Bi-Ennial	6/4/2026
Eastern Personnel Services	Annual	10/21/2026
Up and Walk Transportation	Annual	5/27/2026
Restoration Adult Day Services	Annual	10/26/2026
A-List Cleaning and Transportation	Bi-Ennial	8/20/2026
Cincinnati Medical Transport	Bi-Ennial	5/10/2026
Timmons Tender Care	Annual	Self Term
Margaret's Hearts Adult Day	Annual	12/24/2026
Vebcom Adult Day	Annual	7/10/2026

Wesley Community Services	Annual	3/12/2026
Kemper Shuttle	Bi-Ennial	12/28/2026
Ny's Transportation	Bi-Ennial	1/13/2027

Proposed 2026 Request for Proposals (RFP) Schedule

COA is publishing the following RFPs during 2026:

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

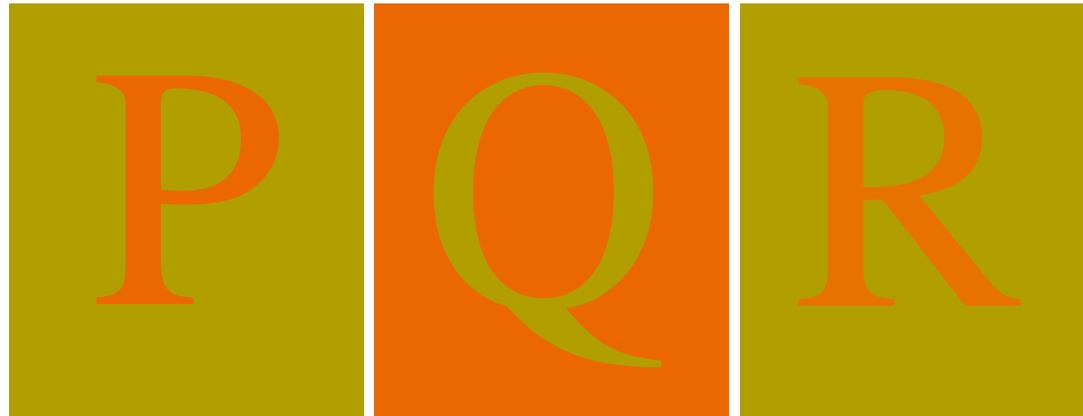
We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this year.

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?



Hamilton County



Provider Quality Report

Quarter 4, 2025



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Provider Quality Report: Introduction

Hamilton County ESP

General Information:

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

Billable Unit Conversions:

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

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



Provider Quality Report: Provider Activity

Hamilton County ESP

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

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Margaret's Heart Senior Day Center	Adult Day Service	6/2/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Vebcom LLC	Adult Day Service	8/7/2025

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



Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Active Day of Cincinnati	416	431	381	325	259	227	167	206	2,410
Bayley Life ADC	650	669	596	549	484	570	609	580	4,705
Day Share Senior Services	176	97	90	90	62	50	40	48	652
Lincoln Heights Outreach Inc.	256	249	254	242	191	188	173	164	1,716
Northwest Adult Services Pioneer Home Healthcare	29	27	26	31	31	27	10	0	181
Restoration Adult Day Services, LLC	0	0	0	0	0	24	57	78	158
Total Billable Units	1,527	1,472	1,346	1,236	1,027	1,085	1,055	1,075	9,821

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	27.22%	29.26%	28.31%	26.29%	25.23%	20.89%	15.78%	19.13%
Bayley Life ADC	42.58%	45.46%	44.24%	44.38%	47.10%	52.56%	57.73%	53.93%
Day Share Senior Services	11.53%	6.56%	6.65%	7.28%	6.04%	4.56%	3.79%	4.47%
Lincoln Heights Outreach Inc.	16.77%	16.89%	18.87%	19.54%	18.61%	17.34%	16.40%	15.22%
Northwest Adult Services Pioneer Home Healthcare	1.90%	1.83%	1.93%	2.51%	3.02%	2.49%	0.95%	0
Restoration Adult Day Services, LLC	0	0	0	0	0	2.17%	5.36%	7.26%
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
Active Day of Cincinnati	18	15	17	15	13	13	10	12	14
Bayley Life ADC	29	30	26	23	26	25	24	26	26
Day Share Senior Services	7	5	4	4	4	2	3	3	4
Lincoln Heights Outreach Inc.	9	9	7	7	7	8	7	7	8
Northwest Adult Services Pioneer Home Healthcare	1	1	2	2	1	1	1	0	1
Restoration Adult Day Services, LLC	0	0	0	0	0	4	5	4	4
Total Distinct Clients Served	64	60	56	51	51	53	50	52	10



Provider Quality Report: Service Metrics

Hamilton 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.	32,704	45,159	38,239	37,489	27,716	29,871	27,350	24,540	263,068
Total Billable Units	32,704	45,159	38,239	37,489	27,716	29,871	27,350	24,540	263,068

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.	407	435	440	428	399	389	351	339	399
Total Distinct Clients Served	407	435	440	428	399	389	351	339	399



Provider Quality Report: Service Metrics

Hamilton 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.	614	630	524	722	750	948	945	934	6,066
A Miracle Home Care	38,626	36,967	34,310	34,162	31,687	32,242	31,323	32,440	271,756
Always There Healthcare LLC	2,344	2,277	1,985	2,053	1,544	1,560	1,664	1,821	15,246
Amaramedical Health Care Services, Inc.	4,525	4,117	4,254	4,201	3,893	3,599	3,779	3,555	31,921
Assisted Care by Black Stone of CIN	3,627	3,703	3,755	3,834	3,587	3,726	3,576	3,293	29,101
Comfort and Care Home Health Agency, Inc.	292	303	286	231	235	203	30	5	1,584
Day Share Senior Services	334	368	374	395	325	474	604	592	3,464
Eastern Personnel Services, Inc.	944	621	761	1,188	988	1,055	1,848	1,093	8,497
Hillebrand Home Health	2,805	2,629	2,690	2,444	2,061	1,980	1,921	1,754	18,283
Interim Healthcare of Cincinnati Homestyles	3,130	3,085	3,168	3,011	2,474	2,436	2,266	2,015	21,584
LCD Home Health Agency	704	914	897	1,004	971	1,003	801	635	6,927
Nova Home Care	6,015	5,572	4,951	4,589	4,265	4,027	4,243	4,779	38,441
Prime Home Care, LLC	155	164	322	480	412	386	463	490	2,871
Quality Care	6,037	5,467	5,649	5,851	5,073	4,517	4,320	3,647	40,561
Right at Home	1,704	2,256	2,421	2,317	2,112	2,164	2,230	2,130	17,332
SH of Southern Ohio LLC	1,958	2,158	3,067	3,111	2,895	3,075	2,636	2,873	21,772
Superior Home Care, Inc.	4,142	4,806	4,974	4,809	4,090	4,104	3,952	3,915	34,792
Western Hills Home Care	1,089	990	1,101	1,017	765	837	828	852	7,479
Total Billable Units	79,043	77,023	75,484	75,416	68,126	68,335	67,426	66,822	577,674

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.	0.78%	0.82%	0.69%	0.96%	1.10%	1.39%	1.40%	1.40%
A Miracle Home Care	48.87%	47.99%	45.45%	45.30%	46.51%	47.18%	46.46%	48.55%
Always There Healthcare LLC	2.96%	2.96%	2.63%	2.72%	2.27%	2.28%	2.47%	2.72%
Amaramedical Health Care Services, Inc.	5.72%	5.34%	5.63%	5.57%	5.71%	5.27%	5.60%	5.32%
Assisted Care by Black Stone of CIN	4.59%	4.81%	4.97%	5.08%	5.27%	5.45%	5.30%	4.93%
Comfort and Care Home Health Agency, Inc.	0.37%	0.39%	0.38%	0.31%	0.35%	0.30%	0.04%	0.01%
Day Share Senior Services	0.42%	0.48%	0.49%	0.52%	0.48%	0.69%	0.90%	0.89%
Eastern Personnel Services, Inc.	1.19%	0.81%	1.01%	1.57%	1.45%	1.54%	2.74%	1.63%
Hillebrand Home Health	3.55%	3.41%	3.56%	3.24%	3.03%	2.90%	2.85%	2.62%
Interim Healthcare of Cincinnati Homestyles	3.96%	4.00%	4.20%	3.99%	3.63%	3.56%	3.36%	3.02%
LCD Home Health Agency	0.89%	1.19%	1.19%	1.33%	1.43%	1.47%	1.19%	0.95%
Nova Home Care	7.61%	7.23%	6.56%	6.08%	6.26%	5.89%	6.29%	7.15%
Prime Home Care, LLC	0.20%	0.21%	0.43%	0.64%	0.60%	0.56%	0.69%	0.73%
Quality Care	7.64%	7.10%	7.48%	7.76%	7.45%	6.61%	6.41%	5.46%
Right at Home	2.16%	2.93%	3.21%	3.07%	3.10%	3.17%	3.31%	3.19%
SH of Southern Ohio LLC	2.48%	2.80%	4.06%	4.12%	4.25%	4.50%	3.91%	4.30%
Superior Home Care, Inc.	5.24%	6.24%	6.59%	6.38%	6.00%	6.01%	5.86%	5.86%
Western Hills Home Care	1.38%	1.29%	1.46%	1.35%	1.12%	1.23%	1.23%	1.27%
Total Market Share	100.00%							



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

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
A Best Home Care, Inc.	14	13	14	21	22	28	28	23	20
A Miracle Home Care	996	942	915	922	881	852	851	938	912
Always There Healthcare LLC	71	65	59	56	53	51	53	57	58
Amaramedical Health Care Services, Inc.	107	105	115	107	100	92	98	93	102
Assisted Care by Black Stone of CIN	108	99	96	95	93	91	87	79	94
Comfort and Care Home Health Agency, Inc.	4	5	5	3	3	3	2	2	3
Day Share Senior Services	9	8	8	9	10	12	16	16	11
Eastern Personnel Services, Inc.	26	19	35	50	41	40	48	41	38
Hillebrand Home Health	64	60	58	53	50	48	46	43	53
Interim Healthcare of Cincinnati Homestyles	85	84	89	83	76	69	63	57	76
LCD Home Health Agency	21	23	23	23	25	26	21	24	23
Nova Home Care	127	115	110	103	95	92	105	111	107
Prime Home Care, LLC	5	3	11	11	11	12	22	13	11
Quality Care	184	166	163	148	140	131	117	113	145
Right at Home	71	78	82	73	70	66	66	61	71
SH of Southern Ohio LLC	78	83	112	94	100	108	108	111	99
Superior Home Care, Inc.	152	172	157	138	125	118	120	121	138
Western Hills Home Care	31	30	30	29	22	23	23	25	27
Total Distinct Clients Served	2,153	2,070	2,082	2,018	1,917	1,862	1,874	1,928	110



Provider Quality Report: Service Metrics

Hamilton 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.	6,600	6,369	6,176	5,910	5,549	5,420	5,088	5,026	46,138
Total Billable Units	6,600	6,369	6,176	5,910	5,549	5,420	5,088	5,026	46,138

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%	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.	2,357	2,206	2,124	2,083	2,056	1,913	1,821	1,782	2,043
Total Distinct Clients Served	2,357	2,206	2,124	2,083	2,056	1,913	1,821	1,782	2,043



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Deupree Meals on Wheels	17,035	15,548	14,967	14,402	13,486	13,227	12,434	12,175	113,274
Maple Knoll Outreach Services for Seniors	120	0	0	0	0	0	0	0	120
Mayerson JCC (Jewish Community Center)	26,120	28,671	26,971	27,446	21,421	25,395	24,081	23,909	204,014
Meals on Wheels of SW Ohio and Northern Kentucky	153,126	149,800	143,275	146,118	123,519	127,485	123,096	128,229	1,094,648
Total Billable Units	196,401	194,019	185,213	187,966	158,426	166,107	159,611	164,313	1,412,056

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Deupree Meals on Wheels	8.67%	8.01%	8.08%	7.66%	8.51%	7.96%	7.79%	7.41%
Maple Knoll Outreach Services for Seniors	0.06%	0	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	13.30%	14.78%	14.56%	14.60%	13.52%	15.29%	15.09%	14.55%
Meals on Wheels of SW Ohio and Northern Kentucky	77.97%	77.21%	77.36%	77.74%	77.97%	76.75%	77.12%	78.04%
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
Deupree Meals on Wheels	233	214	205	200	199	189	181	171	199
Maple Knoll Outreach Services for Seniors	11	0	0	0	0	0	0	0	11
Mayerson JCC (Jewish Community Center)	415	420	395	370	347	339	342	343	371
Meals on Wheels of SW Ohio and Northern Kentucky	2,290	2,187	2,097	1,986	1,885	1,830	1,818	1,799	1,987
Total Distinct Clients Served	2,949	2,821	2,697	2,556	2,431	2,358	2,341	2,313	819



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	0	2	2
American Ramp Systems	36	20	30	24	17	14	14	6	161
Bernens Medical	145	136	130	86	111	104	112	83	907
Home First	18	13	1	5	3	3	15	21	79
HomeCare Mattress Inc.	0	1	2	0	0	0	0	0	3
Janz Medical Supply	0	0	4	8	5	6	0	6	29
Mullaney's Pharmacy & Home Health Care	14	0	0	0	0	0	0	0	14
Stateline Medical Equipment	0	1	7	0	1	10	2	4	25
Total Billable Units	213	171	174	123	137	137	143	122	1,220

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
101 Mobility Cincinnati	0	0	0	0	0	0	0	1.64%
American Ramp Systems	16.90%	11.70%	17.24%	19.51%	12.41%	10.22%	9.79%	4.92%
Bernens Medical	68.08%	79.53%	74.71%	69.92%	81.02%	75.91%	78.32%	68.03%
Home First	8.45%	7.60%	0.57%	4.07%	2.19%	2.19%	10.49%	17.21%
HomeCare Mattress Inc.	0	0.58%	1.15%	0	0	0	0	0
Janz Medical Supply	0	0	2.30%	6.50%	3.65%	4.38%	0	4.92%
Mullaney's Pharmacy & Home Health Care	6.57%	0	0	0	0	0	0	0
Stateline Medical Equipment	0	0.58%	4.02%	0	0.73%	7.30%	1.40%	3.28%
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
101 Mobility Cincinnati	0	0	0	0	0	0	0	1	1
American Ramp Systems	15	10	9	10	6	5	5	2	8
Bernens Medical	106	105	97	65	84	77	91	63	86
Home First	17	12	1	5	3	3	15	19	9
HomeCare Mattress Inc.	0	1	2	0	0	0	0	0	2
Janz Medical Supply	0	0	4	7	3	6	0	6	5
Mullaney's Pharmacy & Home Health Care	11	0	0	0	0	0	0	0	11
Stateline Medical Equipment	0	1	7	0	1	10	2	4	4
Total Distinct Clients Served	149	129	120	87	97	101	113	95	23



Provider Quality Report: Service Metrics

Hamilton 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	5	9	17
American Ramp Systems	0	0	0	1	2	4	5	7	19
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	2	0	0	0	2	4
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	5	1	3	3	16
Home First	2	0	4	5	9	8	7	3	38
HomeCare Mattress Inc.	0	0	2	0	0	1	0	1	4
MedAdapt Ltd.	4	0	13	9	5	3	9	8	51
Stateline Medical Equipment	6	0	12	6	10	5	10	8	57
Tri-State Maintenance	6	5	16	8	6	5	6	2	54
Total Billable Units	19	6	48	32	37	30	45	43	260

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	10.00%	11.11%	20.93%
American Ramp Systems	0	0	0	3.13%	5.41%	13.33%	11.11%	16.28%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	6.25%	0	0	0	4.65%
Custom Home Elevator & Lift Co. Inc.	5.26%	16.67%	2.08%	3.13%	13.51%	3.33%	6.67%	6.98%
Home First	10.53%	0	8.33%	15.63%	24.32%	26.67%	15.56%	6.98%
HomeCare Mattress Inc.	0	0	4.17%	0	0	3.33%	0	2.33%
MedAdapt Ltd.	21.05%	0	27.08%	28.13%	13.51%	10.00%	20.00%	18.60%
Stateline Medical Equipment	31.58%	0	25.00%	18.75%	27.03%	16.67%	22.22%	18.60%
Tri-State Maintenance	31.58%	83.33%	33.33%	25.00%	16.22%	16.67%	13.33%	4.65%
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	4	9	5
American Ramp Systems	0	0	0	1	1	2	2	3	2
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	5	1	3	3	2
Home First	2	0	4	5	8	7	6	3	5
HomeCare Mattress Inc.	0	0	2	0	0	1	0	1	1
MedAdapt Ltd.	4	0	13	9	5	3	9	8	7
Stateline Medical Equipment	5	0	12	6	10	5	10	8	8
Tri-State Maintenance	6	5	16	8	6	5	6	2	7
Total Distinct Clients Served	18	6	48	31	35	25	40	39	5



Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Jewish Family Service	97	205	86	106	76	31	108	45	752
Meals on Wheels of SW Ohio and Northern Kentucky	596	598	488	497	449	386	338	359	3,709
Total Billable Units	693	803	573	602	525	417	446	404	4,461

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Jewish Family Service	13.94%	25.47%	14.92%	17.52%	14.52%	7.44%	24.24%	11.08%
Meals on Wheels of SW Ohio and Northern Kentucky	86.06%	74.53%	85.08%	82.48%	85.48%	92.56%	75.76%	88.92%
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
Jewish Family Service	11	16	16	13	12	9	12	10	12
Meals on Wheels of SW Ohio and Northern Kentucky	67	73	77	76	60	58	59	56	66
Total Distinct Clients Served	78	89	93	89	72	67	71	66	39



Provider Quality Report: Service Metrics

Hamilton 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	5	10	3	3	2	1	1	11	36
Total Billable Units	5	10	3	3	2	1	1	11	36

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	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
Home First	4	10	3	3	2	1	1	11	4
Total Distinct Clients Served	4	10	3	3	2	1	1	11	4



Provider Quality Report: Service Metrics

Hamilton 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.	20	2	0	0	0	0	0	0	22
Milts Termite & Pest Control	15	22	19	18	10	6	16	9	115
Total Billable Units	35	24	19	18	10	6	16	9	137

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.	57.14%	8.33%	0	0	0	0	0	0	
Milts Termite & Pest Control	42.86%	91.67%	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.	7	1	0	0	0	0	0	0	4
Milts Termite & Pest Control	9	9	8	9	4	4	10	5	7
Total Distinct Clients Served	16	10	8	9	4	4	10	5	7



Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
home52 Transportation	11,552	11,559	10,428	9,564	7,721	7,858	7,558	7,036	73,276
Total Billable Units	11,552	11,559	10,428	9,564	7,721	7,858	7,558	7,036	73,276

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
home52 Transportation	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
home52 Transportation	737	726	720	689	613	625	612	588	664
Total Distinct Clients Served	737	726	720	689	613	625	612	588	664



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton 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.	2	12	5	7	11	10	6	6
A Miracle Home Care	219	366	413	319	327	282	247	237
Always There Healthcare LLC	11	18	27	27	16	18	23	11
Amaramedical Health Care Services, Inc.	23	33	50	34	26	32	32	25
Assisted Care by Black Stone of CIN	27	37	43	43	35	34	38	26
Comfort and Care Home Health Agency, Inc.	0	2	2	2	1	0	0	1
Day Share Senior Services	2	3	5	1	0	2	1	1
Eastern Personnel Services, Inc.	1	5	8	18	13	6	11	11
Hillebrand Home Health	13	19	23	18	15	13	15	8
Interim Healthcare of Cincinnati Homestyles	16	33	43	27	35	28	26	18
LCD Home Health Agency	2	6	6	13	4	7	7	11
Nova Home Care	25	42	49	31	28	37	25	28
Prime Home Care, LLC	1	2	1	4	5	4	7	6
Quality Care	37	61	59	68	59	45	40	34
Right at Home	19	27	29	24	25	22	18	20
SH of Southern Ohio LLC	22	26	42	37	34	32	30	30
Superior Home Care, Inc.	24	53	67	51	51	32	38	32
Western Hills Home Care	2	14	13	12	3	7	9	6

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	1	0	0	0	0	0	0	0
Deupree Meals on Wheels	49	85	99	68	59	54	42	31
Mayerson JCC (Jewish Community Center)	64	123	144	117	129	132	102	86
Meals on Wheels of SW Ohio and Northern Kentucky	454	748	826	674	612	562	516	474

Medical Transportation								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	17	38	11	6	7	12	0	3
A-List Cleaning & Transportation	7	21	5	1	3	5	4	11
Bethesda Medical Transportation	19	25	12	10	25	27	9	6
Cincinnati Medical Transportation	2	0	1	0	0	0	0	0
Elite Xpress Transportation LLC	15	19	3	3	0	5	1	2
I Care Transportation LLC	9	16	2	2	8	18	6	3
LCD Agency Services	4	16	7	7	4	9	3	0
Meals on Wheels of SW Ohio and N. KY (CASS)	9	9	4	9	31	17	1	29
Meda-Care Transportation, Inc.	4	2	0	1	6	5	0	9
Ny's Transportation	1	2	1	0	0	0	0	1
Premier Transportation Solutions	0	1	8	2	3	2	0	0
Queen City Medical Transport	1	3	1	1	2	5	0	1
R Chappell Transportation	3	4	1	2	4	5	2	4
Redwood/Easterseals	3	2	1	0	0	0	0	0
Shaddai Transportation LLC	10	10	14	2	8	17	8	4
T & R Transportation	0	2	3	2	2	10	0	0
Timmons Tender Care	5	7	0	4	6	13	4	1
Traveling Seniors Transportation	5	8	4	1	3	7	3	1
Up and Walk Transportation	0	0	0	4	4	3	0	0



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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.	100.0%	98.9%	94.0%	95.7%	100.0%	89.4%	83.0%	100.0%
A Miracle Home Care	94.3%	96.7%	96.7%	96.8%	95.7%	96.6%	96.9%	97.9%
Always There Healthcare LLC	94.5%	93.0%	98.4%	93.9%	98.8%	91.2%	95.1%	100.0%
Amaramedical Health Care Services, Inc.	95.2%	92.4%	92.0%	97.0%	90.2%	94.3%	94.9%	99.2%
Assisted Care by Black Stone of CIN	87.1%	94.4%	93.9%	98.5%	96.7%	97.4%	96.2%	98.8%
Comfort and Care Home Health Agency, Inc.	No Data	95.0%	50.0%	100.0%	100.0%	No Data	No Data	50.0%
Day Share Senior Services	100.0%	100.0%	98.0%	100.0%	No Data	60.0%	100.0%	90.0%
Eastern Personnel Services, Inc.	70.0%	64.0%	91.1%	81.5%	78.0%	83.3%	87.5%	87.3%
Hillebrand Home Health	92.9%	98.9%	97.7%	99.2%	97.3%	96.8%	93.2%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.2%	95.7%	99.0%	98.5%	96.0%	98.1%	94.4%	100.0%
LCD Home Health Agency	100.0%	95.8%	98.3%	98.5%	100.0%	96.9%	98.3%	100.0%
Nova Home Care	92.7%	93.6%	98.9%	97.7%	93.0%	95.7%	98.8%	94.9%
Prime Home Care, LLC	100.0%	95.0%	90.0%	100.0%	98.0%	90.0%	82.9%	70.0%
Quality Care	90.3%	95.8%	94.5%	94.3%	91.2%	97.7%	96.7%	96.1%
Right at Home	85.4%	94.4%	95.1%	93.1%	92.8%	86.9%	98.3%	95.4%
SH of Southern Ohio LLC	83.8%	97.4%	96.3%	91.0%	93.6%	96.7%	79.6%	94.4%
Superior Home Care, Inc.	94.1%	96.2%	99.2%	98.3%	96.6%	99.0%	97.8%	97.5%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
A Miracle Home Care	95.3%	96.6%	97.3%	97.3%	96.9%	95.9%	95.2%	96.9%
Always There Healthcare LLC	90.0%	100.0%	95.7%	92.0%	100.0%	88.9%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	95.2%	93.1%	90.9%	94.1%	88.9%	93.5%	96.8%	100.0%
Assisted Care by Black Stone of CIN	78.3%	100.0%	85.7%	100.0%	92.9%	100.0%	93.8%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	87.5%	77.8%	75.0%	83.3%	80.0%	81.8%
Hillebrand Home Health	100.0%	100.0%	95.2%	100.0%	100.0%	91.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.8%	100.0%	96.0%	100.0%	100.0%	95.7%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	94.9%	100.0%	100.0%	95.7%	96.9%	100.0%	95.2%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%
Quality Care	90.6%	98.2%	94.4%	95.2%	94.1%	100.0%	100.0%	100.0%
Right at Home	100.0%	100.0%	100.0%	100.0%	96.0%	90.0%	100.0%	100.0%
SH of Southern Ohio LLC	84.2%	95.5%	100.0%	93.8%	92.6%	100.0%	79.2%	92.9%
Superior Home Care, Inc.	95.2%	97.6%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
Provider Name	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%	100.0%	88.9%	100.0%	100.0%
A Miracle Home Care	94.1%	97.5%	97.3%	98.3%	96.5%	97.7%	97.3%	96.5%
Always There Healthcare LLC	100.0%	94.1%	95.7%	96.2%	100.0%	88.9%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	88.2%	96.4%	86.4%	93.5%	90.5%	93.8%	93.3%	100.0%
Assisted Care by Black Stone of CIN	71.4%	85.2%	85.7%	97.0%	92.3%	100.0%	93.8%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	87.5%	77.8%	66.7%	83.3%	80.0%	81.8%
Hillebrand Home Health	90.9%	100.0%	100.0%	92.3%	81.8%	100.0%	92.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.8%	97.6%	100.0%	100.0%	100.0%	91.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Nova Home Care	95.0%	87.2%	100.0%	100.0%	87.0%	90.3%	100.0%	85.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%
Quality Care	88.2%	98.1%	96.1%	98.4%	96.0%	97.6%	100.0%	96.9%
Right at Home	94.1%	100.0%	100.0%	100.0%	96.0%	89.5%	100.0%	100.0%
SH of Southern Ohio LLC	84.2%	95.0%	97.1%	91.4%	96.2%	96.7%	76.9%	89.7%
Superior Home Care, Inc.	95.2%	97.7%	98.3%	100.0%	97.8%	96.3%	97.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
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%	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	84.2%	92.8%	91.9%	93.9%	90.7%	92.9%	92.6%	96.2%
Always There Healthcare LLC	90.9%	88.2%	96.3%	88.9%	93.8%	94.4%	91.3%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	93.5%	93.8%	97.1%	96.2%	90.6%	93.8%	100.0%
Assisted Care by Black Stone of CIN	84.0%	94.6%	88.4%	100.0%	91.4%	94.1%	94.6%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	80.0%	100.0%	No Data	0.0%	100.0%	0.0%
Eastern Personnel Services, Inc.	0.0%	60.0%	87.5%	76.5%	69.2%	66.7%	81.8%	81.8%
Hillebrand Home Health	92.3%	94.7%	90.9%	100.0%	100.0%	100.0%	86.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	95.1%	96.2%	88.2%	100.0%	88.5%	100.0%
LCD Home Health Agency	100.0%	83.3%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Nova Home Care	92.0%	90.5%	98.0%	90.0%	85.7%	91.9%	91.7%	96.4%
Prime Home Care, LLC	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%
Quality Care	89.2%	83.6%	87.9%	89.4%	83.1%	95.6%	95.0%	90.9%
Right at Home	68.4%	74.1%	79.3%	73.9%	80.0%	77.3%	83.3%	85.0%
SH of Southern Ohio LLC	81.8%	96.2%	87.8%	91.9%	94.1%	90.3%	55.2%	85.7%
Superior Home Care, Inc.	91.7%	92.3%	95.4%	98.0%	94.1%	96.9%	97.4%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	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

Hamilton 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%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	100.0%	99.7%	99.3%	99.0%	98.5%	99.3%	100.0%	99.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	93.9%	98.0%	97.1%	92.3%	96.9%	96.9%	96.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	80.0%	100.0%	94.4%	92.3%	100.0%	100.0%	100.0%
Hillebrand Home Health	92.3%	94.7%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	100.0%	100.0%	94.1%	100.0%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	100.0%	100.0%	96.8%	96.4%	97.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	94.6%	98.4%	98.3%	100.0%	96.6%	97.8%	97.5%	100.0%
Right at Home	94.7%	100.0%	96.6%	95.8%	96.0%	90.9%	100.0%	100.0%
SH of Southern Ohio LLC	90.9%	100.0%	100.0%	91.9%	97.1%	100.0%	93.1%	100.0%
Superior Home Care, Inc.	95.7%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	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%	100.0%	90.0%	80.0%	100.0%
A Miracle Home Care	96.3%	97.0%	97.8%	95.9%	96.6%	97.2%	98.8%	98.3%
Always There Healthcare LLC	90.9%	88.9%	96.3%	100.0%	100.0%	94.4%	95.5%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	90.9%	90.0%	100.0%	92.3%	93.8%	96.9%	100.0%
Assisted Care by Black Stone of CIN	96.0%	100.0%	97.7%	100.0%	97.1%	97.1%	97.4%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	100.0%	88.9%	92.3%	83.3%	100.0%	90.9%
Hillebrand Home Health	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.8%	90.9%	100.0%	100.0%	97.1%	100.0%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	96.0%	97.6%	100.0%	100.0%	100.0%	97.3%	100.0%	96.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	91.9%	98.4%	93.2%	98.5%	89.8%	100.0%	97.5%	94.1%
Right at Home	84.2%	100.0%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%
SH of Southern Ohio LLC	90.9%	96.2%	95.2%	94.6%	94.1%	100.0%	96.6%	96.7%
Superior Home Care, Inc.	95.8%	98.1%	100.0%	98.0%	96.1%	100.0%	97.3%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	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%	100.0%	100.0%	83.3%	100.0%
A Miracle Home Care	98.2%	97.8%	98.3%	97.5%	96.6%	96.8%	99.2%	98.7%
Always There Healthcare LLC	90.9%	94.4%	100.0%	96.3%	100.0%	94.4%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	90.9%	94.0%	100.0%	92.3%	96.9%	96.9%	96.0%
Assisted Care by Black Stone of CIN	96.0%	97.3%	97.7%	100.0%	100.0%	97.1%	97.4%	96.2%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	80.0%	100.0%	83.3%	92.3%	83.3%	90.9%	90.9%
Hillebrand Home Health	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.8%	93.9%	100.0%	96.3%	97.1%	96.4%	92.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	92.0%	95.2%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	97.3%	100.0%	98.3%	100.0%	93.2%	100.0%	97.4%	97.1%
Right at Home	89.5%	96.3%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%
SH of Southern Ohio LLC	86.4%	100.0%	97.6%	94.4%	97.1%	100.0%	96.6%	100.0%
Superior Home Care, Inc.	100.0%	96.2%	100.0%	98.0%	98.0%	100.0%	97.3%	96.9%
Western Hills Home Care	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

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	88.9%	100.0%	100.0%	100.0%	75.0%	50.0%	100.0%
A Miracle Home Care	96.6%	96.8%	97.2%	98.3%	97.8%	96.2%	95.0%	98.2%
Always There Healthcare LLC	100.0%	93.8%	100.0%	84.0%	100.0%	78.6%	95.0%	100.0%
Amaramedical Health Care Services, Inc.	94.7%	86.7%	90.9%	96.9%	88.9%	93.5%	93.1%	100.0%
Assisted Care by Black Stone of CIN	81.0%	77.3%	93.5%	93.3%	96.2%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	0.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	85.7%	77.8%	69.2%	83.3%	88.9%	81.8%
Hillebrand Home Health	100.0%	100.0%	95.0%	100.0%	91.7%	91.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	84.6%	96.7%	97.6%	100.0%	92.6%	92.0%	95.7%	100.0%
LCD Home Health Agency	100.0%	75.0%	83.3%	100.0%	100.0%	83.3%	100.0%	100.0%
Nova Home Care	86.4%	91.9%	95.2%	100.0%	90.0%	96.6%	100.0%	89.5%
Prime Home Care, LLC	100.0%	100.0%	0.0%	100.0%	80.0%	75.0%	85.7%	66.7%
Quality Care	97.0%	98.1%	94.2%	93.4%	91.8%	95.0%	97.1%	96.9%
Right at Home	86.7%	100.0%	96.3%	95.0%	88.0%	89.5%	100.0%	94.4%
SH of Southern Ohio LLC	80.0%	94.7%	97.3%	84.8%	85.2%	89.3%	72.0%	96.2%
Superior Home Care, Inc.	84.2%	97.6%	100.0%	95.1%	87.8%	100.0%	94.1%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	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%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	89.8%	96.1%	95.1%	95.6%	93.1%	96.1%	96.7%	98.7%
Always There Healthcare LLC	90.9%	82.4%	100.0%	92.6%	93.8%	94.4%	91.3%	100.0%
Amaramedical Health Care Services, Inc.	95.5%	90.9%	90.0%	94.1%	88.5%	93.8%	90.6%	100.0%
Assisted Care by Black Stone of CIN	92.0%	94.6%	95.3%	97.6%	100.0%	94.1%	94.7%	96.0%
Comfort and Care Home Health Agency, Inc.	No Data	50.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	0.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	0.0%	60.0%	87.5%	77.8%	61.5%	66.7%	72.7%	81.8%
Hillebrand Home Health	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	86.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	93.9%	100.0%	96.3%	93.9%	96.4%	92.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	92.9%	98.0%	93.5%	85.7%	97.3%	100.0%	92.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%
Quality Care	81.1%	88.3%	89.5%	84.8%	88.1%	95.5%	92.5%	94.1%
Right at Home	68.4%	85.2%	86.2%	91.7%	92.0%	81.8%	100.0%	95.0%
SH of Southern Ohio LLC	72.7%	96.2%	92.9%	81.1%	88.2%	93.8%	62.1%	89.7%
Superior Home Care, Inc.	95.8%	96.2%	98.5%	98.0%	94.1%	96.9%	97.4%	96.9%
Western Hills Home Care	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

Hamilton 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%	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	90.7%	95.6%	95.6%	96.2%	93.5%	96.1%	98.4%	97.9%
Always There Healthcare LLC	90.9%	94.1%	100.0%	92.6%	100.0%	88.9%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	91.3%	93.8%	87.8%	96.9%	84.0%	93.8%	93.8%	100.0%
Assisted Care by Black Stone of CIN	76.0%	97.3%	95.3%	97.6%	100.0%	97.1%	97.3%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	87.5%	77.8%	84.6%	83.3%	90.9%	81.8%
Hillebrand Home Health	84.6%	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	100.0%	100.0%	100.0%	96.4%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	87.5%	90.5%	97.9%	100.0%	92.9%	94.4%	95.8%	96.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%
Quality Care	83.8%	96.7%	94.8%	92.5%	89.7%	97.8%	95.0%	94.1%
Right at Home	78.9%	100.0%	96.6%	87.0%	96.0%	77.3%	100.0%	100.0%
SH of Southern Ohio LLC	76.2%	100.0%	97.6%	94.6%	97.1%	96.9%	82.1%	96.6%
Superior Home Care, Inc.	91.7%	94.3%	100.0%	98.0%	98.0%	100.0%	97.4%	96.9%
Western Hills Home Care	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

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

Are the people at [HDM Service Provider] responsive?								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	98.7%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	99.1%	99.3%	99.1%	100.0%	98.4%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.0%	99.6%	98.9%	98.9%	99.2%	98.5%	99.3%

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
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	97.6%	99.0%	98.5%	100.0%	96.2%	97.6%	100.0%
Mayerson JCC (Jewish Community Center)	87.5%	97.5%	96.5%	96.6%	94.5%	94.7%	98.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	94.0%	96.1%	96.7%	97.0%	97.5%	97.7%	98.4%	96.8%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	98.4%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%	99.8%

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
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	97.8%	100.0%	98.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	98.2%	99.1%	97.6%	99.0%	100.0%	95.3%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.9%	98.8%	98.1%	98.4%	99.2%	98.7%	99.5%

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
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	95.3%	100.0%	99.3%	98.3%	99.2%	100.0%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	99.5%	99.3%	99.7%	99.3%	99.6%	99.6%	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

Hamilton 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%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	93.9%	98.8%	94.9%	94.1%	100.0%	98.1%	97.6%	100.0%
Mayerson JCC (Jewish Community Center)	90.6%	94.3%	91.0%	95.7%	93.0%	96.2%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.1%	95.3%	95.2%	96.4%	96.7%	96.4%	97.1%	98.3%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	99.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	93.7%	96.7%	99.3%	100.0%	98.4%	99.2%	99.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	95.8%	98.8%	98.4%	98.9%	99.0%	99.6%	99.0%	99.4%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	99.0%	97.1%	100.0%	98.1%	97.6%	100.0%
Mayerson JCC (Jewish Community Center)	90.6%	98.4%	98.6%	100.0%	98.4%	99.2%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.6%	99.5%	99.3%	99.0%	99.2%	99.8%	99.4%	99.6%

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

Hamilton 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
360 Total Care LLC	98.2%	98.1%	100.0%	98.3%	98.6%	97.5%	No Data	96.7%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.8%	100.0%	97.3%
Bethesda Medical Transportation	99.5%	98.7%	99.2%	100.0%	99.2%	98.1%	100.0%	93.3%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	99.4%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	98.7%	97.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	99.3%	97.6%	100.0%	98.3%
Meda-Care Transportation, Inc.	95.0%	95.0%	No Data	80.0%	94.7%	91.9%	No Data	83.5%
Ny's Transportation	50.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	90.9%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	86.8%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	60.0%	97.5%	98.0%	90.9%	100.0%
Redwood/Easterseals	100.0%	100.0%	90.9%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	99.3%	100.0%	98.7%	98.8%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	87.9%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	97.5%	95.0%	94.5%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	77.4%	No Data	No Data

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2024	2024	2024	2024	2025	2025	2025	2025
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	92.3%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	94.1%	97.4%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	75.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	93.8%	94.6%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	91.3%	91.7%	100.0%	100.0%	100.0%	100.0%	83.3%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	94.1%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	96.7%	94.1%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	57.1%
Ny's Transportation	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	83.3%	91.7%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data

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

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	100.0%	94.6%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%
Bethesda Medical Transportation	94.7%	100.0%	100.0%	100.0%	100.0%	88.5%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	77.8%	96.8%	94.1%	100.0%	89.7%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	60.0%	No Data	55.6%
Ny's Transportation	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	80.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	83.3%	92.3%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	80.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%
Ny's Transportation	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data

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

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	No Data	66.7%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	96.0%	96.3%	100.0%	66.7%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	96.6%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	0.0%	80.0%	80.0%	No Data	66.7%
Ny's Transportation	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	75.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	0.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	83.3%	84.6%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
360 Total Care LLC	94.1%	97.4%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%
Meda-Care Transportation, Inc.	75.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%
Ny's Transportation	0.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	75.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

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
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	0.0%	No Data	No Data

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?

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

If the Coordination staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?

	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	4.1%	7.3%	9.0%	30.1%	30.1%	10.9%	12.1%	0.0%

Was scheduling your ride with the Transportation Coordination Center easy?

	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	99.1%	98.7%	100.0%	100.0%

Was the Transportation Coordination staff kind and courteous?

	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%

Would you recommend home52 Transportation to a family member or friend?

	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	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

Hamilton 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 1,257 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

Community Access Analysis Report – Elderly Services Program

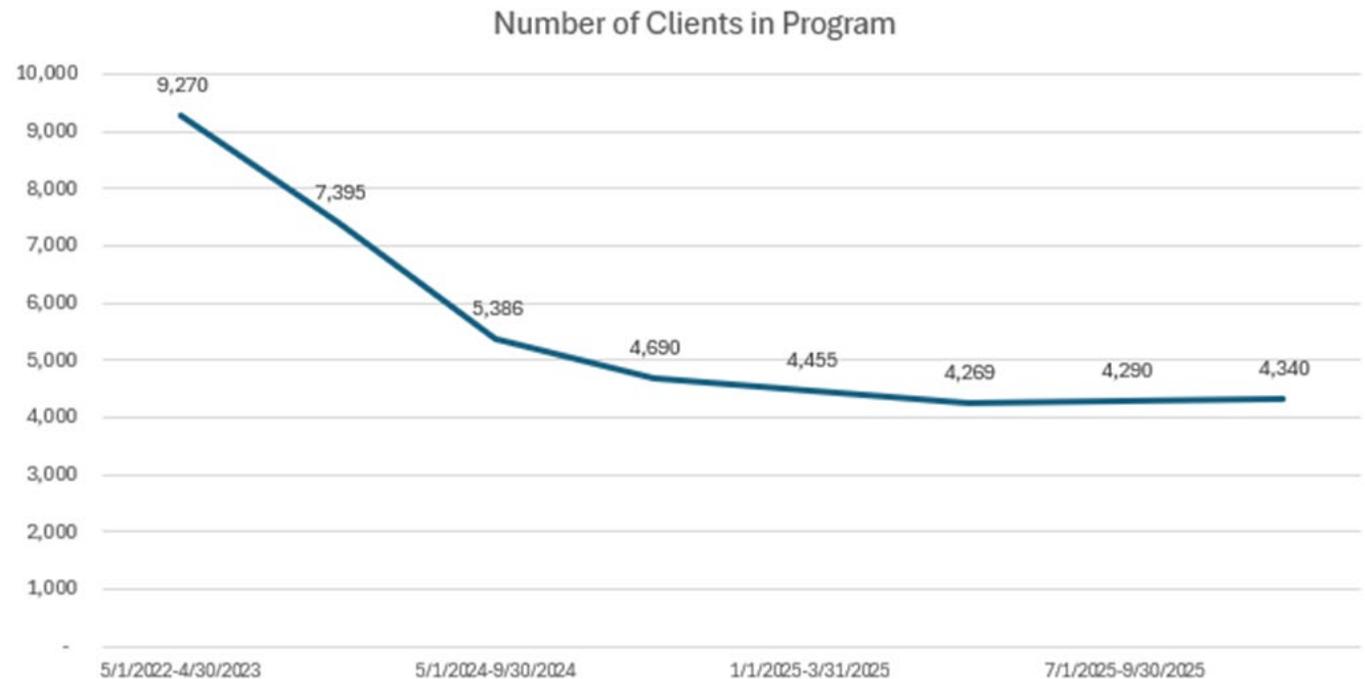
Council on Aging - 3/26/2026

Community Access Workgroup Members:

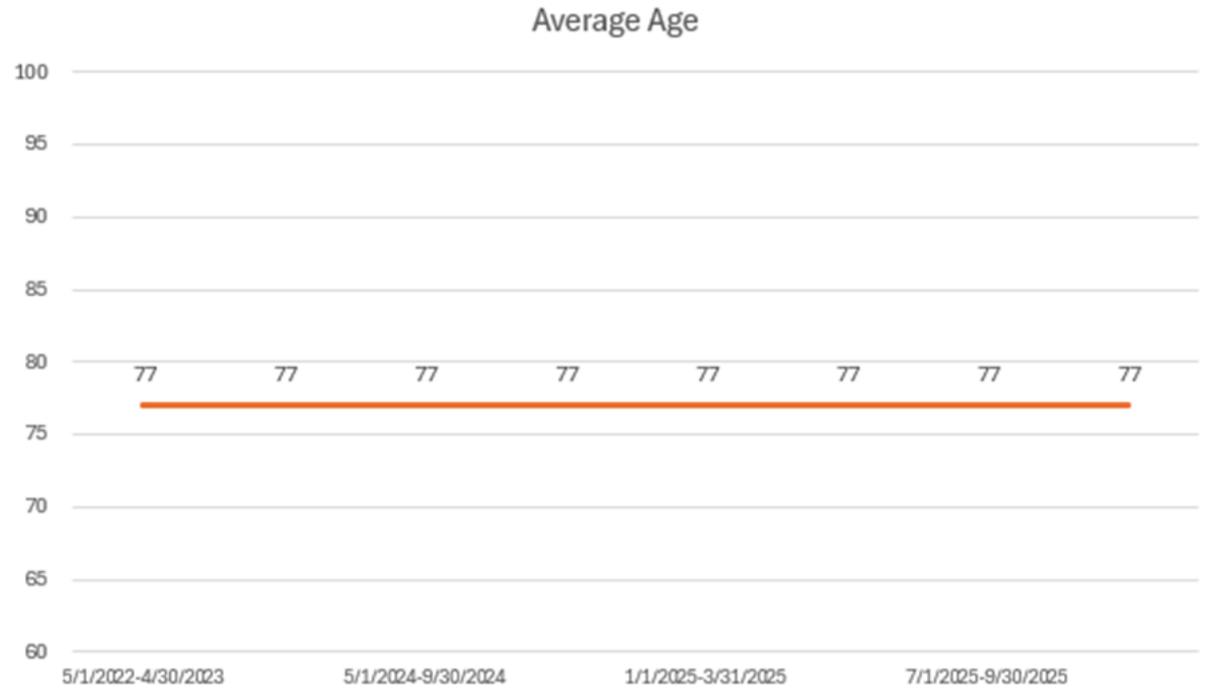
- Maria Tirado Rodriguez – HCESP CC
- Shelby Stout – Director of Business Operations
- Paula Smith – Communications
- Megan Kelley – Business Analyst
- Nancy Cahall – Government Relations
- Alyssia Kelley – ESP Supervisor
- Tonya Smart – FTH Manager
- Lisa Kruse – Communications
- Kim Clark – Community Business Operations

Data before Managed Enrollment and up to latest quarter (October – December 2025):

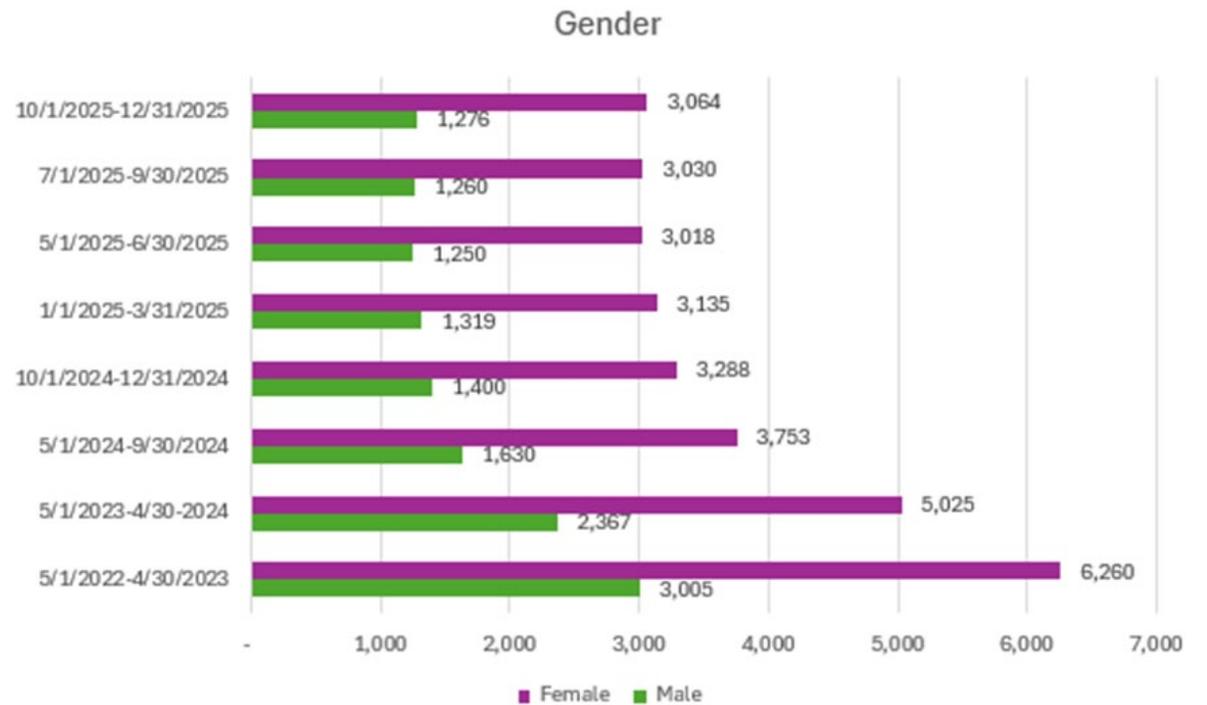
- As we roll out of Managed Enrollment, the number of clients in HCESP is expected to increase



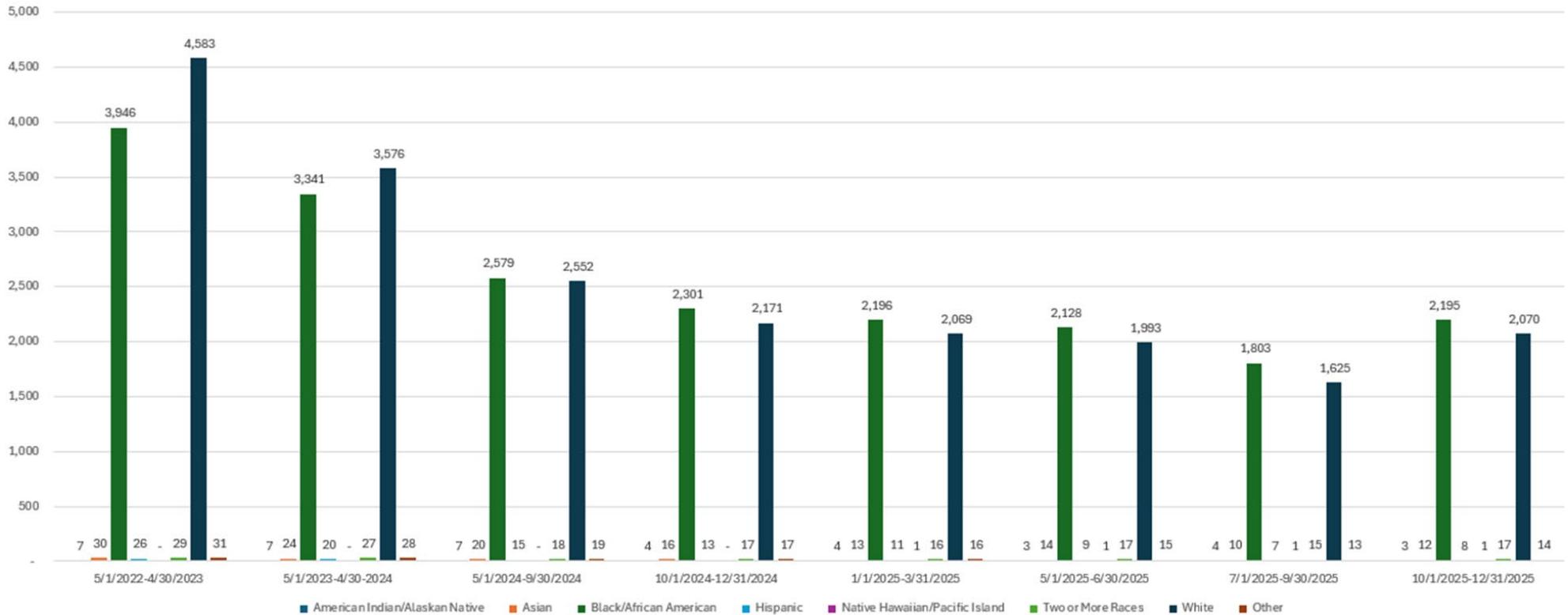
- The average age of a client in HCESP has not been affected and continues to be 77



- HCESP has always had and continues to have a higher number of female vs male identifying clients

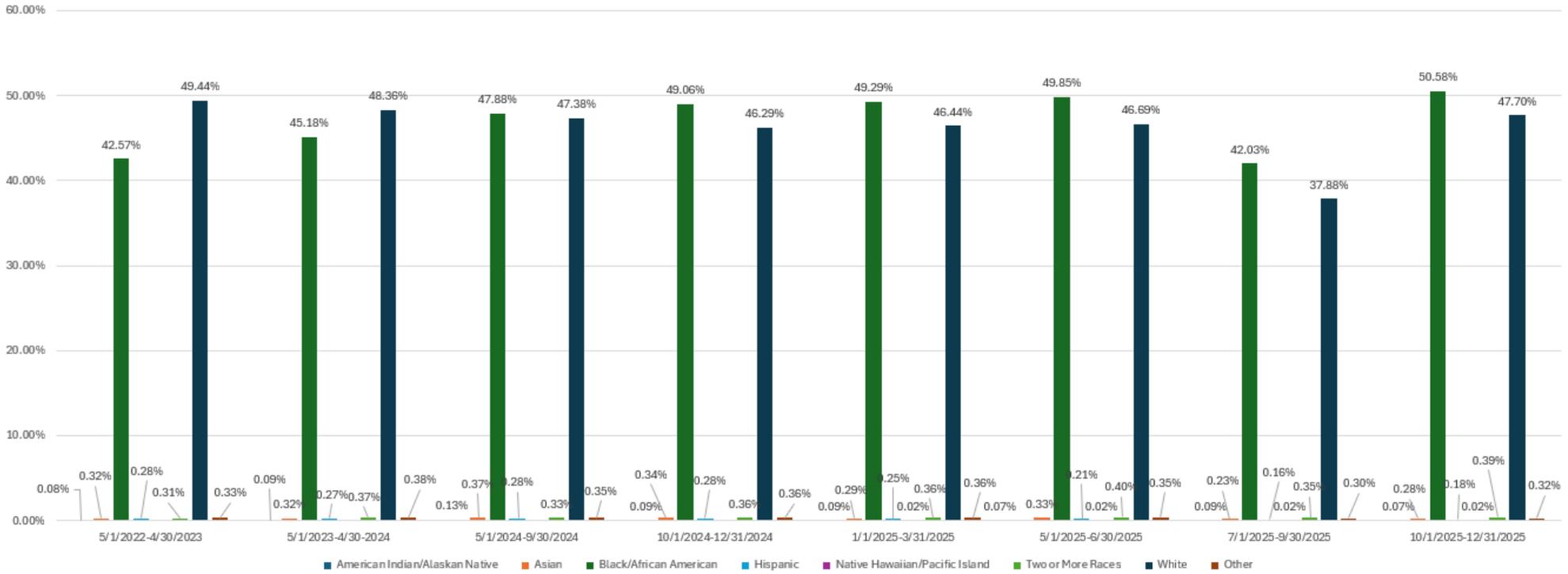


Race



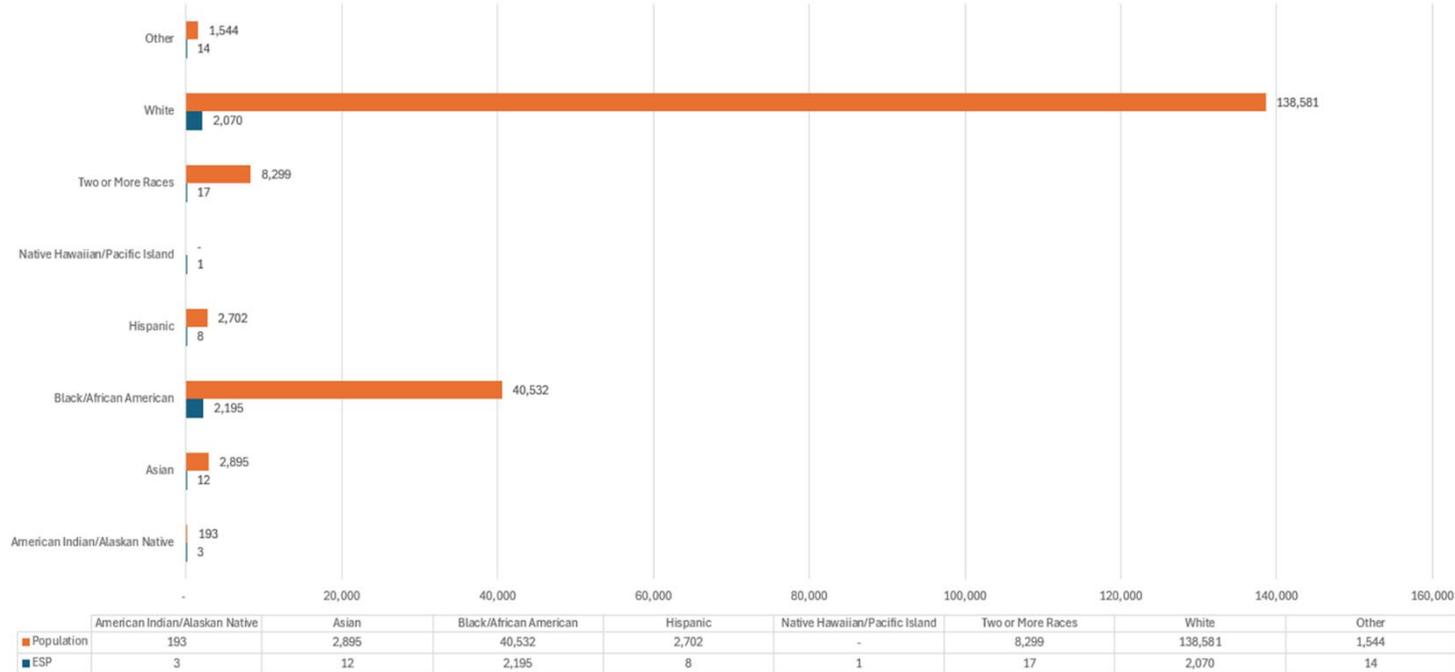
- Majority of HCESP clients identify as Black / African American or White. Together, these two races make up over 98% of clients.
- All other races – American Indian / Alaskan Native, Asian, Hispanic, Native Hawaiian / Pacific Islander, Biracial, Multiracial, and Other, fall under 1% of total clients in HCESP.
- American Indian / Alaskan Native – Decreased by 1 client
- Asian – Increased by 2 clients
- Black / African American – Increased
- Hispanic – Increased by 1 client
- Native Hawaiian / Pacific Island – No changes
- Biracial – Increased by 2 clients
- White – Increased
- Other – Increased by 1 client

Race

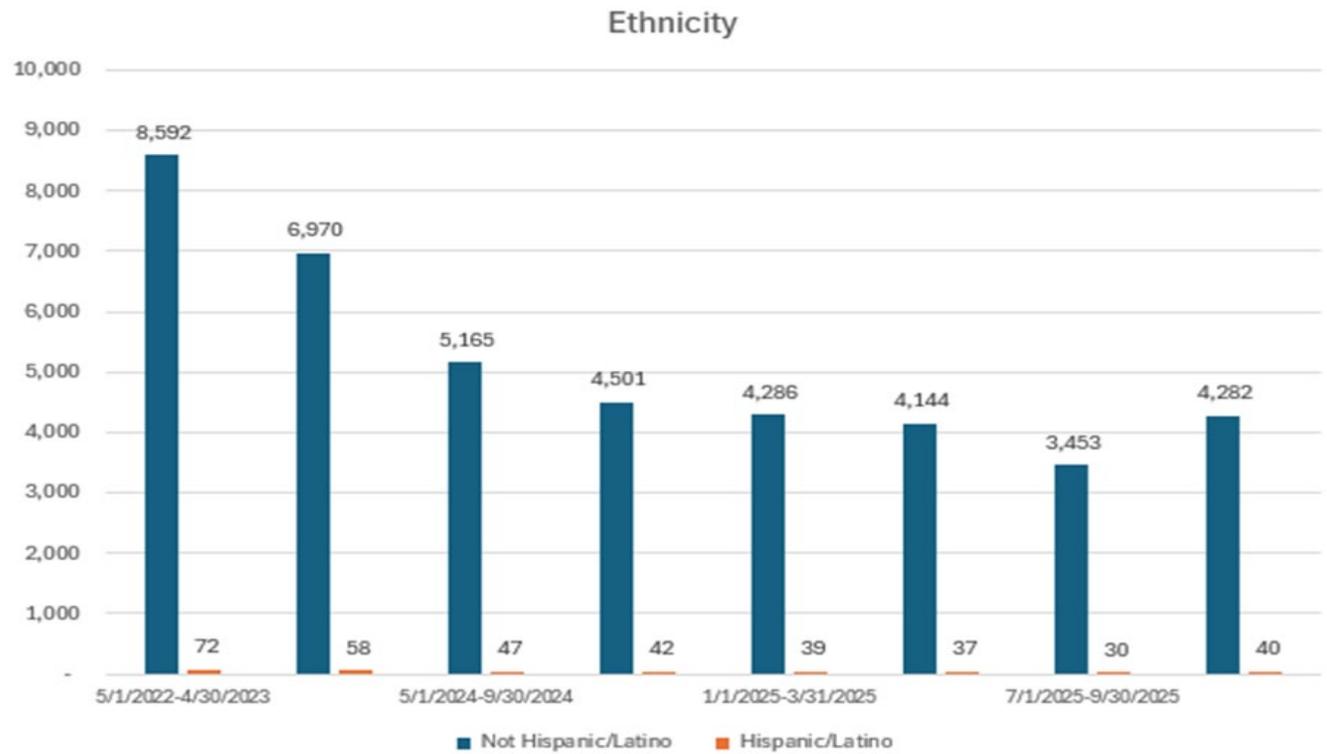


- Compared to the general 60+ Hamilton County population data

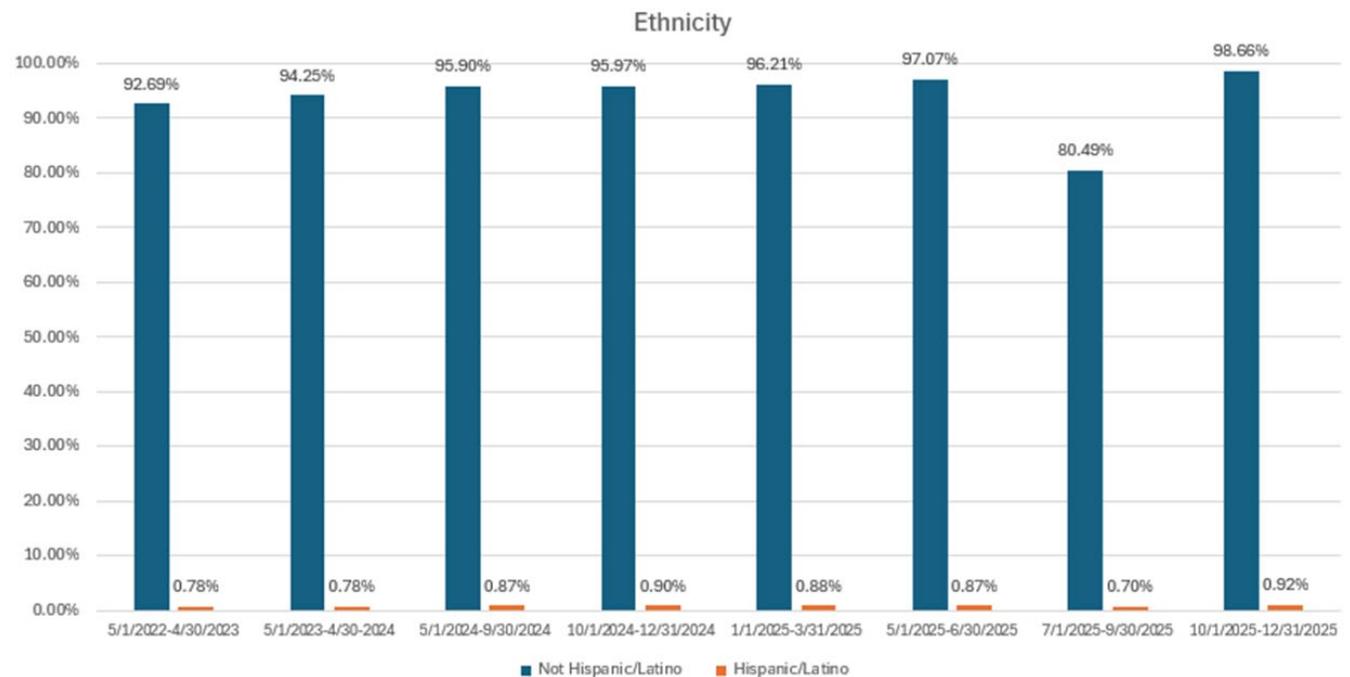
Race



- Ethnicity - Measured as “Hispanic or Latino” or “Non-Hispanic or Latino”
- Hispanic or Latino identifying clients Increased by 10 clients / 0.22%
- The general HC population that identifies itself as Hispanic or Latino is 1.4%



- We are researching data on how to best approach clients with conversations and questions on race and ethnicity in a way that will make both staff and clients feel comfortable and valued



Next Steps

- We plan to continue monitoring data quarterly over time to track the success of our efforts as well as prevent any unintentional impact related to process or policy changes on the population we serve.
- We are working to close the gap by increasing outreach activities to underserved populations and creating community partnerships to support our efforts.
- We are creating a training for staff to gather race and ethnicity information as effectively and accurately as possible.



4601 Malsbary Road
Blue Ash, OH 45242
(513) 721-1025
(800) 252-0155

www.help4seniors.org

Hamilton County Steps to Stability Program Guidelines Effective 1/1/2026

The Steps to Stability Program helps at-risk older adults in Hamilton County remain in their homes by providing temporary, short-term &/or one-time assistance with utility credits and home repairs/modifications. The program eligibility and guidelines are listed below.

1. Application Process

The application for home repair/modifications will be available on the COA website as long as funding is available.

The application process for utility assistance will be accepted through three primary channels for a limited period of time.

- a. COA is partnering with the Hamilton County 513Relief Bus to assist eligible individuals in applying for utility assistance.
- b. SOACT (Serving Older Adults through Changing Times) will conduct grassroots outreach to vulnerable populations and provide application assistance to individuals who are unable to attend the 513Relief Bus events.
- c. COA will provide an online application process.

2. Eligibility

- a. Hamilton County resident
- b. Age 60+
- c. Household income below 300% of the federal poverty level

3. Utility Credit

- a. The applicant must live at the address they are applying for the credit. The applicant's address must be aligned with the address Duke Energy has on file with the account number.
- b. Utility credit is not available annually. If the older adult &/or married couple were eligible and received a utility credit within the last year, they will not be eligible for a utility credit the following year. For example, if a utility credit was received in 2025, the individual is not eligible for a utility credit in 2026.
- c. The amount of the utility credit is as follows:
 - i. If the applicant is eligible for Ohio Home Energy and Assistance Program (HEAP), the utility credit amount is \$200.
 - ii. If the applicant is not eligible for Ohio Home Energy and Assistance Program (HEAP), the utility credit amount is \$500.

4. Home Repair/Modifications

Applicants should prioritize the most critical repairs/modifications that will keep them safe and independent in their own homes.

- a. Requests must be made by the homeowner and homeowner must reside in the home where the work will occur.
- b. Each home modification/repair request will be approved or denied based on the following reasons:
 - i. available funding
 - ii. type of work requested to be completed
 - iii. The quoted cost to complete the work exceeds the program cost cap and is not approved by a secondary reviewer.
- c. Requests will not be approved when the home modification/repair is for an item that is in working order and does not need repaired. All requests will first be evaluated by a contracted service provider. As an example, HVAC units will not be replaced based only on the age of the unit.
- d. Common requests for home modifications include; but are not limited to the following:
 - i. Grab Bars
 - ii. HVAC Repair/Replacement
 - iii. Hot Water Heater Replacement
 - iv. Ramp Installation
 - v. Stairlifts
 - vi. Patch repairs to driveway/walkways
- e. Home repair/modification cap is \$7000 without a secondary authorization.

5. All services are subject to funding availability.

Steps to Stability Program – Consideration for Additional Services

These additional services were identified through a LiveWell report, ADRC inquiries and suggestions from ESP program staff. They are listed in priority order.

Proposed Service	Discussion	Suggested Benefit Level
Attendant Services for Medical and Outpatient Procedures	This is an unmet need identified by ADRC inquiries. Older adults often need to have someone with them when they attend medical appointments and outpatient procedures. Often the outpatient procedure requires the individual not be left alone for up to 24-hours after the procedure. COA would like to offer this service through contracted home care agencies.	This service is authorized on a per occurrence cadence. Exploring contracting considerations with the 2026 HCA RFP.
Transportation	This is an ongoing unmet need verified by both LiveWell and ADRC. In 2025, COA began addressing this unmet need through limited grant funding. Note: Grant-funded transportation may be available to address additional needs.	Bundle of trips to be authorized for a 3-month period. Hardship requests may receive another bundle of trips for 3 additional months. Transportation services already exist in HCESP.
Grocery Shopping and Delivery Service	Food insecurity was identified as an unmet need by LiveWell. ADRC currently provides food pantry resources to address this. The recommended service would include education and technology training for online grocery shopping and delivery. It includes \$100 towards food purchases.	This service is authorized for 3 occurrences in a 3-month period. Will need to explore contracting considerations.



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.

2026 Sliding Fee Scale Effective 4/1/2026

	1 Person		2 People		3 People		4 People		5 People		6 People	
<i>FPL (100%) >>></i>	\$ 15,960		\$ 21,640		\$ 27,320		\$ 33,000		\$ 38,680		\$ 44,360	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
0%	\$ -	\$ 2,083	\$ -	\$ 2,824	\$ -	\$ 3,565	\$ -	\$ 4,307	\$ -	\$ 5,048	\$ -	\$ 5,789
10%	\$ 2,084	\$ 2,433	\$ 2,825	\$ 3,298	\$ 3,566	\$ 4,163	\$ 4,308	\$ 5,030	\$ 5,049	\$ 5,895	\$ 5,790	\$ 6,760
20%	\$ 2,434	\$ 2,784	\$ 3,299	\$ 3,774	\$ 4,164	\$ 4,764	\$ 5,031	\$ 5,756	\$ 5,896	\$ 6,746	\$ 6,761	\$ 7,736
30%	\$ 2,785	\$ 3,135	\$ 3,775	\$ 4,250	\$ 4,765	\$ 5,365	\$ 5,757	\$ 6,482	\$ 6,747	\$ 7,597	\$ 7,737	\$ 8,712
40%	\$ 3,136	\$ 3,486	\$ 4,251	\$ 4,726	\$ 5,366	\$ 5,966	\$ 6,483	\$ 7,208	\$ 7,598	\$ 8,448	\$ 8,713	\$ 9,688
50%	\$ 3,487	\$ 3,837	\$ 4,727	\$ 5,202	\$ 5,967	\$ 6,567	\$ 7,209	\$ 7,934	\$ 8,449	\$ 9,299	\$ 9,689	\$ 10,664
60%	\$ 3,838	\$ 4,188	\$ 5,203	\$ 5,678	\$ 6,568	\$ 7,169	\$ 7,935	\$ 8,660	\$ 9,300	\$ 10,150	\$ 10,665	\$ 11,640
70%	\$ 4,189	\$ 4,539	\$ 5,679	\$ 6,154	\$ 7,170	\$ 7,770	\$ 8,661	\$ 9,386	\$ 10,151	\$ 11,001	\$ 11,641	\$ 12,616
80%	\$ 4,540	\$ 4,890	\$ 6,155	\$ 6,630	\$ 7,771	\$ 8,371	\$ 9,387	\$ 10,112	\$ 11,002	\$ 11,852	\$ 12,617	\$ 13,592
90%	\$ 4,891	\$ 5,241	\$ 6,631	\$ 7,107	\$ 8,372	\$ 8,972	\$ 10,113	\$ 10,838	\$ 11,853	\$ 12,703	\$ 13,593	\$ 14,568
100%	\$ 5,242	\$ 5,593	\$ 7,108	\$ 7,583	\$ 8,973	\$ 9,573	\$ 10,839	\$ 11,564	\$ 12,704	\$ 13,554	\$ 14,569	\$ 15,544



Council on Aging of Southwestern Ohio
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**Confidentiality Policy for Board and 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.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Acknowledgement of Confidentiality of Client Information

I agree to treat all information about clients, donors, members, 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 _____

Hamilton County Elderly Services Program

2026

CONFLICT OF INTEREST POLICY

INTRODUCTION

This policy shall apply to the Hamilton 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 Hamilton County Elderly Services Program to carry out its mission. The Advisory Council has adopted this conflict of interest policy as a guide for Hamilton 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 Hamilton 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 Hamilton 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 Hamilton 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

Hamilton County Elderly Services Advisory Council Members shall:

Exercise their professional judgment solely for the benefit of the Hamilton 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 and may influence their decisions. Such disclosure shall occur at least annually and at any other time that Hamilton 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 Hamilton County Elderly Services Program without full disclosure to Hamilton County Elderly Services Advisory Council.

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

EXCEPTIONS

1. Upon disclosure of any violation of these standards, Hamilton 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 Hamilton County Elderly Services Program Advisory Council. Must be completed by each Hamilton 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 Hamilton County Elderly Services Advisory Council)

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

_____ I have received and read the "Conflict of Interest" policy of the Hamilton 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 Hamilton 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 Hamilton County Elderly Services Advisory Council itself;
2. You are a member of Hamilton 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 Hamilton County Elderly Services Program;
5. You have a personal interest in a matter before Hamilton 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 Hamilton County Elderly Services Program.