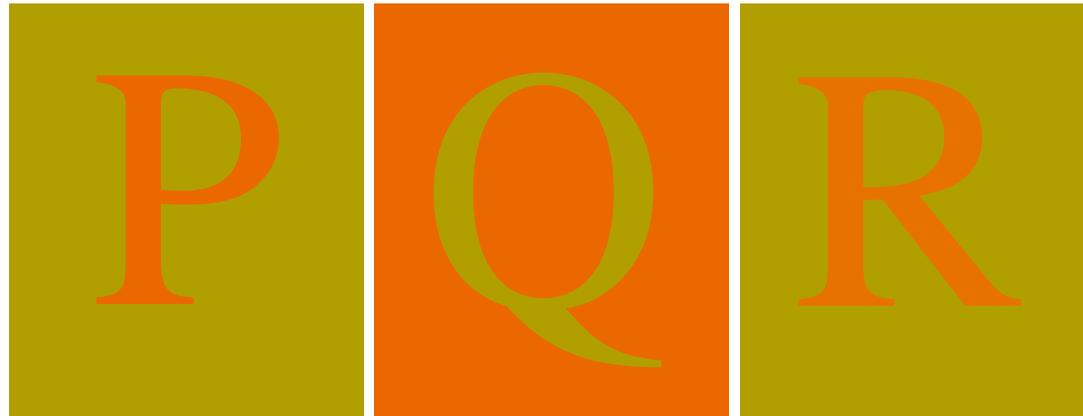




Butler County



Provider Quality Report

Quarter 4, 2025



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Provider Quality Report: Introduction

Butler County ESP

General Changes:

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

Billable Unit Conversions:

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

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

SASI Scoring:

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



Provider Quality Report: Provider Activity

Butler County ESP

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

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	4/15/2025

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



Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

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

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

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



Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

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

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

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

Transportation

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

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

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



Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	98.9%	97.9%	97.4%	97.3%	98.8%	98.5%	98.7%	98.3%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	40.0%	100.0%	100.0%	83.3%	100.0%	100.0%	0.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.8%	100.0%	100.0%	96.2%	97.4%	100.0%	97.4%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	90.7%	93.9%	98.4%	88.9%	97.1%	98.7%	97.8%	97.5%
Superior Home Care, Inc.	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	0.0%	0.0%	100.0%	100.0%	No Data	No Data	No Data	0.0%
A Miracle Home Care	98.6%	99.4%	99.3%	98.9%	99.0%	98.6%	98.0%	97.1%
Always There Healthcare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	100.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	0.0%	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%
Interim Healthcare of Cincinnati Homestyles	90.9%	80.0%	85.7%	92.9%	90.9%	76.7%	96.2%	90.6%
LCD Home Health Agency	No Data	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%
Quality Care	100.0%	33.3%	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	81.0%	80.0%	88.9%	69.5%	89.5%	90.3%	95.9%	88.1%
Superior Home Care, Inc.	100.0%	0.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

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

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

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

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

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

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

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

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

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

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

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

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	66.7%	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.8%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	90.9%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

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

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.6%	97.7%	100.0%	100.0%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	90.6%	100.0%	96.7%	97.1%	97.2%	100.0%	92.9%	96.2%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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



Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

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

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

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



Appendix A: Methodology for SASI Analysis

Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,308 SASIs collected from October 1st, 2025 through December 31st, 2025 were aggregated for one calendar quarter by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 4, 2023 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score