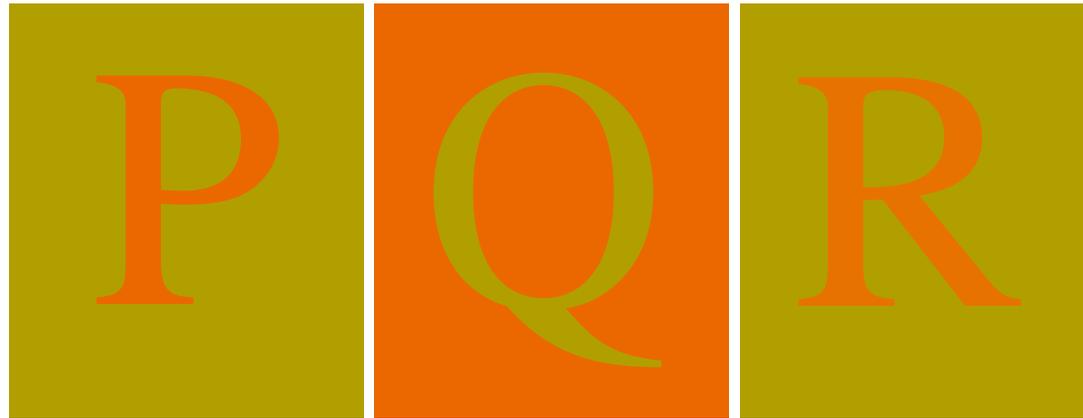




Clinton County



Provider Quality Report

Quarter 4, 2025



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Provider Quality Report: Provider Activity

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Heavenly Helpers	Home Care Assistance	7/5/2024
Katys Home Health Care LLC	Home Care Assistance	10/1/2025
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
A Best Home Care, Inc.	Home Care Assistance	8/29/2025
A Miracle Home Care	Home Care Assistance	8/29/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Extended Family Home Health Services	Adult Day Care	10/1/2025
Extended Family Home Health Services	Home Care Assistance	10/1/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Nova Home Care Co.	Home Care Assistance	8/29/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025 - 10/8/2025
Katys Home Health Care LLC	Home Care Assistance	7/8/2025 - 10/1/2025



Provider Quality Report: Introduction

Clinton 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

SASI Scoring:

SASI scores consist of smaller sample sizes which may impact provider scores.



Provider Quality Report: Service Metrics

Clinton 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
Extended Family Home Health Services	0	0	0	0	0	0	0	4	4
Otterbein Lebanon Adult Day Service	0	0	0	0	0	9	11	8	27
Total Billable Units	0	0	0	0	0	9	11	12	31

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Extended Family Home Health Services	0	0	0	0	0	0	0	34.78%	
Otterbein Lebanon Adult Day Service	0	0	0	0	0	100.00%	100.00%	65.22%	
Total Market Share	0	0	0	0	0	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
Extended Family Home Health Services	0	0	0	0	0	0	0	2	2
Otterbein Lebanon Adult Day Service	0	0	0	0	0	1	1	2	1
Total Distinct Clients Served	0	0	0	0	0	1	1	3	2



Provider Quality Report: Service Metrics

Clinton 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.	1,499	2,158	1,893	1,643	1,406	1,693	2,444	2,175	14,911
Total Billable Units	1,499	2,158	1,893	1,643	1,406	1,693	2,444	2,175	14,911

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.	21	26	22	23	26	33	39	40	29
Total Distinct Clients Served	21	26	22	23	26	33	39	40	29



Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
A Miracle Home Care	0	0	0	0	0	0	11	602	612
AnswerCare LLC	0	0	0	0	0	0	133	226	359
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	59	223	281
Extended Family Home Health Services	0	0	0	0	0	0	0	911	911
First Community Health Services, LLC	37	98	163	147	124	143	184	153	1,047
Gabriels Angels Homecare, LLC	1,734	2,031	1,738	1,865	1,509	1,512	1,438	1,766	13,592
Heavenly Helpers	530	70	0	0	0	0	0	0	600
Katys Home Health Care LLC	2,339	2,642	2,305	2,275	2,183	2,207	1,701	0	15,653
Senior Helpers of Dayton	0	4	202	213	487	248	319	254	1,726
Total Billable Units	4,639	4,845	4,407	4,501	4,302	4,109	3,844	4,134	34,780

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	0	0	0	0	0	0	0.27%	14.55%
AnswerCare LLC	0	0	0	0	0	0	3.45%	5.46%
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	1.53%	5.38%
Extended Family Home Health Services	0	0	0	0	0	0	0	22.05%
First Community Health Services, LLC	0.79%	2.01%	3.69%	3.27%	2.88%	3.48%	4.77%	3.70%
Gabriels Angels Homecare, LLC	37.37%	41.92%	39.43%	41.44%	35.07%	36.80%	37.40%	42.72%
Heavenly Helpers	11.41%	1.44%	0	0	0	0	0	0
Katys Home Health Care LLC	50.42%	54.54%	52.31%	50.55%	50.74%	53.70%	44.26%	0
Senior Helpers of Dayton	0	0.08%	4.57%	4.74%	11.31%	6.02%	8.31%	6.14%
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
A Miracle Home Care	0	0	0	0	0	0	5	34	20
AnswerCare LLC	0	0	0	0	0	0	10	9	10
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	11	11	11
Extended Family Home Health Services	0	0	0	0	0	0	0	55	55
First Community Health Services, LLC	3	7	9	5	4	4	4	4	5
Gabriels Angels Homecare, LLC	124	137	130	116	122	102	94	106	116
Heavenly Helpers	39	13	0	0	0	0	0	0	26
Katys Home Health Care LLC	111	116	103	98	97	97	86	0	101
Senior Helpers of Dayton	0	3	15	20	23	14	9	8	13
Total Distinct Clients Served	277	276	257	239	246	217	219	227	50



Provider Quality Report: Service Metrics

Clinton 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.	677	633	677	738	711	720	674	643	5,471
Total Billable Units	677	633	677	738	711	720	674	643	5,471

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.	241	220	230	256	266	252	236	229	241
Total Distinct Clients Served	241	220	230	256	266	252	236	229	241



Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	8,707	7,902	7,917	8,278	8,693	8,763	8,212	8,316	66,788
Mayerson JCC (Jewish Community Center)	0	0	0	0	63	28	0	0	91
Meals on Wheels of SW Ohio and Northern Kentucky	2,167	2,812	3,259	3,196	3,527	4,315	4,501	5,600	29,377
Total Billable Units	10,874	10,714	11,176	11,474	12,283	13,106	12,713	13,916	96,256

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	80.07%	73.75%	70.84%	72.15%	70.77%	66.86%	64.60%	59.76%
Mayerson JCC (Jewish Community Center)	0	0	0	0	0.51%	0.21%	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	19.93%	26.25%	29.16%	27.85%	28.71%	32.92%	35.40%	40.24%
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
Clinton County Community Action Program	131	117	118	119	131	135	123	130	126
Mayerson JCC (Jewish Community Center)	0	0	0	0	1	1	0	0	1
Meals on Wheels of SW Ohio and Northern Kentucky	46	51	59	56	59	67	80	93	64
Total Distinct Clients Served	177	168	177	175	191	203	203	223	84



Provider Quality Report: Service Metrics

Clinton 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
Bernens Medical	9	7	1	3	3	0	3	4	30
Home First	11	10	6	18	10	5	6	5	71
Janz Medical Supply	0	0	0	1	5	0	0	11	17
Mullaney's Pharmacy & Home Health Care	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	4	0	1	1	6
Total Billable Units	21	17	7	22	22	5	10	21	125

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	42.86%	41.18%	14.29%	13.64%	13.64%	0	30.00%	19.05%
Home First	52.38%	58.82%	85.71%	81.82%	45.45%	100.00%	60.00%	23.81%
Janz Medical Supply	0	0	0	4.55%	22.73%	0	0	52.38%
Mullaney's Pharmacy & Home Health Care	4.76%	0	0	0	0	0	0	0
Stateline Medical Equipment	0	0	0	0	18.18%	0	10.00%	4.76%
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
Bernens Medical	7	6	1	2	2	0	1	1	3
Home First	11	10	6	13	9	5	5	5	8
Janz Medical Supply	0	0	0	1	2	0	0	9	4
Mullaney's Pharmacy & Home Health Care	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	3	0	1	1	2
Total Distinct Clients Served	19	16	7	16	16	5	7	16	5



Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	0	1
Home First	3	1	4	1	9	7	7	2	34
Stateline Medical Equipment	0	0	0	0	0	1	1	1	3
Tri-State Maintenance	0	0	0	1	0	1	1	0	3
Total Billable Units	3	1	4	2	9	9	10	5	43

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	40.00%
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	10.00%	0
Home First	100.00%	100.00%	100.00%	50.00%	100.00%	77.78%	70.00%	40.00%
Stateline Medical Equipment	0	0	0	0	0	11.11%	10.00%	20.00%
Tri-State Maintenance	0	0	0	50.00%	0	11.11%	10.00%	0
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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	0	1
Home First	3	1	4	1	8	4	7	2	4
Stateline Medical Equipment	0	0	0	0	0	1	1	1	1
Tri-State Maintenance	0	0	0	1	0	1	1	0	1
Total Distinct Clients Served	3	1	4	2	8	6	10	5	2



Provider Quality Report: Service Metrics

Clinton 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	1	0	0	0	0	1	0	0	2
Total Billable Units	1	0	0	0	0	1	0	0	2

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	0	0	0	100.00%	0	0
Total Market Share	100.00%	0	0	0	0	100.00%	0	0

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	1	0	0	0	0	1	0	0	1
Total Distinct Clients Served	1	0	0	0	0	1	0	0	1



Provider Quality Report: Service Metrics

Clinton 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
Milts Termite & Pest Control	2	2	1	3	0	0	0	0	8
Total Billable Units	2	2	1	3	0	0	0	0	8

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Milts Termite & Pest Control	100.00%	100.00%	100.00%	100.00%	0	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	0	0	0	0

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
Milts Termite & Pest Control	1	1	1	1	0	0	0	0	1
Total Distinct Clients Served	1	1	1	1	0	0	0	0	1



Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	6	22	8	18	12	2	12	22	102
Meda-Care Transportation, Inc.	6	6	6	18	8	16	4	0	64
Valley Transport LLC	6	1	0	0	1	0	2	0	10
Warren County Community Service	32	34	23	25	21	31	44	38	248
Total Billable Units	50	63	37	61	42	49	62	60	424

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	12.00%	34.92%	21.62%	29.51%	28.57%	4.08%	19.35%	36.67%
Meda-Care Transportation, Inc.	12.00%	9.52%	16.22%	29.51%	19.05%	32.65%	6.45%	0
Valley Transport LLC	12.00%	1.59%	0	0	2.38%	0	3.23%	0
Warren County Community Service	64.00%	53.97%	62.16%	40.98%	50.00%	63.27%	70.97%	63.33%
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
Clinton County Community Action Program	3	8	4	7	4	1	2	6	4
Meda-Care Transportation, Inc.	3	2	3	4	3	2	2	0	3
Valley Transport LLC	3	1	0	0	1	0	2	0	2
Warren County Community Service	5	5	5	5	4	7	7	6	6
Total Distinct Clients Served	14	16	12	16	12	10	13	12	4



Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton 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 Miracle Home Care	0	0	0	0	0	0	0	4
AnswerCare LLC	0	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	0	1
Extended Family Home Health Services	0	0	0	0	0	0	0	5
First Community Health Services, LLC	0	1	0	1	2	0	1	2
Gabriels Angels Homecare, LLC	21	35	47	42	34	37	34	35
Heavenly Helpers	15	4	0	0	0	0	0	0
Katys Home Health Care LLC	26	40	36	31	36	30	22	0
Senior Helpers of Dayton	0	0	1	2	7	4	2	4

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	35	41	36	29	41	32	34	30
Meals on Wheels of SW Ohio and Northern Kentucky	4	10	16	9	22	29	18	13

Medical Transportation								
	2024	2024	2024	2024	2025	2025		2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q	Q4
Clinton County Community Action Program	3	2	2	0	1	1	0	0
Meda-Care Transportation, Inc.	0	0	0	0	1	1	0	0
Valley Transport LLC	0	1	0	0	0	0	0	0
Warren County Community Service	1	1	3	1	1	2	0	1



Provider Quality Report: Satisfaction Metrics¹

Clinton 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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	40.0%						
Assisted Care by Black Stone of CIN	No Data	90.0%						
Extended Family Home Health Services	No Data	94.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	90.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	94.6%	97.3%	94.7%	93.6%	90.5%	92.2%	95.3%	95.1%
Heavenly Helpers	82.6%	92.5%	No Data					
Katys Home Health Care LLC	95.8%	95.9%	91.9%	90.6%	94.4%	94.6%	91.7%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	95.0%	85.7%	65.0%	95.0%	95.0%

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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	92.9%	84.8%	94.3%	94.1%	97.1%
Heavenly Helpers	92.9%	75.0%	No Data					
Katys Home Health Care LLC	100.0%	100.0%	97.2%	96.8%	97.2%	93.3%	95.2%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	50.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	97.0%	97.9%	95.2%	88.2%	91.7%	100.0%	94.3%
Heavenly Helpers	73.3%	75.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.1%	96.8%	91.7%	89.7%	86.4%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	85.0%	88.6%	85.1%	81.0%	82.4%	75.7%	73.5%	91.4%
Heavenly Helpers	80.0%	100.0%	No Data					
Katys Home Health Care LLC	80.8%	77.5%	58.3%	61.3%	72.2%	80.0%	68.2%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	25.0%	100.0%	75.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%
Heavenly Helpers	93.3%	100.0%	No Data					
Katys Home Health Care LLC	100.0%	100.0%	97.2%	96.8%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	100.0%	97.9%	100.0%	100.0%	97.3%	100.0%	97.1%
Heavenly Helpers	93.3%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.2%	93.5%	100.0%	96.7%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	90.5%	100.0%	95.7%	95.2%	100.0%	94.4%	97.1%	94.3%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	95.0%	94.4%	80.6%	88.9%	96.7%	90.5%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 3.0%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	100.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	80.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	100.0%	100.0%	100.0%	100.0%	94.6%	97.1%	97.1%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	100.0%	97.2%	93.5%	97.2%	100.0%	100.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	50.0%	85.7%	75.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.0%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	0.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	90.0%	90.3%	83.0%	81.0%	78.8%	82.4%	94.1%	90.9%
Heavenly Helpers	60.0%	75.0%	No Data					
Katys Home Health Care LLC	100.0%	91.9%	93.8%	93.3%	100.0%	96.6%	90.0%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	100.0%	75.0%

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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.2%	97.1%	91.5%	97.6%	85.3%	94.6%	100.0%	94.3%
Heavenly Helpers	86.7%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	97.4%	91.7%	96.7%	100.0%	96.7%	95.5%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	85.7%	25.0%	100.0%	100.0%

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 Miracle Home Care	No Data	100.0%						
AnswerCare LLC	No Data	0.0%						
Assisted Care by Black Stone of CIN	No Data	100.0%						
Extended Family Home Health Services	No Data	100.0%						
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	95.0%	100.0%	95.7%	92.9%	85.3%	97.2%	97.1%	97.1%
Heavenly Helpers	73.3%	100.0%	No Data					
Katys Home Health Care LLC	96.2%	97.5%	94.4%	96.8%	97.1%	96.6%	90.9%	No Data
Senior Helpers of Dayton	No Data	No Data	100.0%	100.0%	71.4%	75.0%	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

Clinton 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
Clinton County Community Action Program	91.7%	97.8%	98.2%	99.1%	98.2%	98.4%	98.5%	99.6%
Meals on Wheels of SW Ohio and Northern Kentucky	81.3%	96.3%	94.5%	100.0%	99.4%	98.7%	97.9%	98.1%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.1%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	82.4%	90.0%	94.4%	96.6%	97.6%	93.8%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	25.0%	100.0%	93.3%	100.0%	100.0%	96.4%	88.9%	92.3%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	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
Clinton County Community Action Program	94.1%	100.0%	97.1%	100.0%	97.5%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	93.8%	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

Clinton County ESP

Home Delivered Meals SASI Scores

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
Clinton County Community Action Program	97.1%	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	75.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	65.7%	97.5%	97.2%	100.0%	95.1%	93.8%	87.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	80.0%	81.3%	100.0%	95.5%	96.6%	100.0%	92.3%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	97.1%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	96.7%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	90.0%	93.8%	100.0%	100.0%	100.0%	94.4%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	97.1%	97.6%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	50.0%	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

Clinton 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
Clinton County Community Action Program	100.0%	100.0%	90.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	80.0%	No Data	No Data
Valley Transport LLC	No Data	80.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.3%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.4%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	0.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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%	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	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

Clinton County ESP

Medical Transportation SASI Scores

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	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

Clinton 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%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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
Clinton County Community Action Program	100.0%	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	0.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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
Clinton County Community Action Program	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
Valley Transport LLC	No Data	100.0%	No Data					
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	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.



Appendix A: Methodology for SASI Analysis

Clinton 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 93 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 2, 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