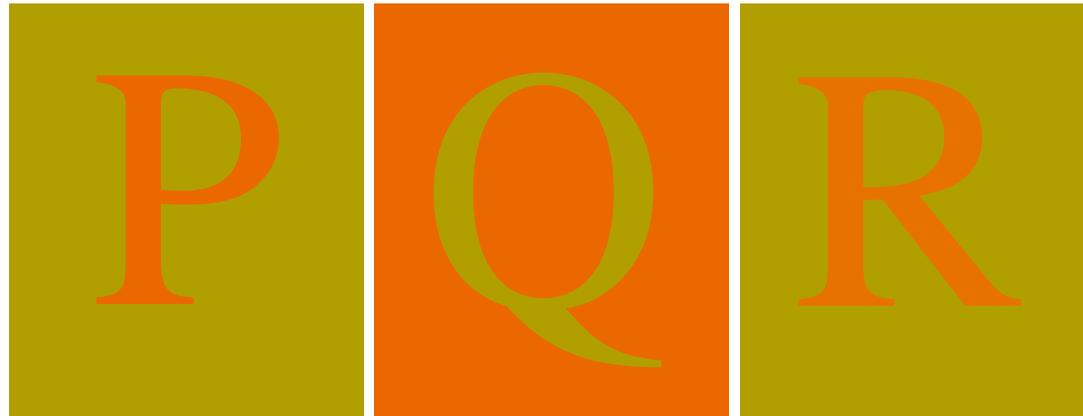




## Hamilton County



## Provider Quality Report

Quarter 4, 2025



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# Provider Quality Report: Introduction

## Hamilton County ESP

### **General Information:**

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

### **Billable Unit Conversions:**

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

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



# Provider Quality Report: Provider Activity

## Hamilton County ESP

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

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

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



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Adult Day Service

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

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Active Day of Cincinnati	27.22%	29.26%	28.31%	26.29%	25.23%	20.89%	15.78%	19.13%
Bayley Life ADC	42.58%	45.46%	44.24%	44.38%	47.10%	52.56%	57.73%	53.93%
Day Share Senior Services	11.53%	6.56%	6.65%	7.28%	6.04%	4.56%	3.79%	4.47%
Lincoln Heights Outreach Inc.	16.77%	16.89%	18.87%	19.54%	18.61%	17.34%	16.40%	15.22%
Northwest Adult Services Pioneer Home Healthcare	1.90%	1.83%	1.93%	2.51%	3.02%	2.49%	0.95%	0
Restoration Adult Day Services, LLC	0	0	0	0	0	2.17%	5.36%	7.26%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Active Day of Cincinnati	18	15	17	15	13	13	10	12	14
Bayley Life ADC	29	30	26	23	26	25	24	26	26
Day Share Senior Services	7	5	4	4	4	2	3	3	4
Lincoln Heights Outreach Inc.	9	9	7	7	7	8	7	7	8
Northwest Adult Services Pioneer Home Healthcare	1	1	2	2	1	1	1	0	1
Restoration Adult Day Services, LLC	0	0	0	0	0	4	5	4	4
<b>Total Distinct Clients Served</b>	<b>64</b>	<b>60</b>	<b>56</b>	<b>51</b>	<b>51</b>	<b>53</b>	<b>50</b>	<b>52</b>	<b>10</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Consumer Directed Care

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Palco, Inc.	32,704	45,159	38,239	37,489	27,716	29,871	27,350	24,540	263,068
<b>Total Billable Units</b>	<b>32,704</b>	<b>45,159</b>	<b>38,239</b>	<b>37,489</b>	<b>27,716</b>	<b>29,871</b>	<b>27,350</b>	<b>24,540</b>	<b>263,068</b>

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%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Palco, Inc.	407	435	440	428	399	389	351	339	399
<b>Total Distinct Clients Served</b>	<b>407</b>	<b>435</b>	<b>440</b>	<b>428</b>	<b>399</b>	<b>389</b>	<b>351</b>	<b>339</b>	<b>399</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Home Care Assistance

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
A Best Home Care, Inc.	614	630	524	722	750	948	945	934	6,066
A Miracle Home Care	38,626	36,967	34,310	34,162	31,687	32,242	31,323	32,440	271,756
Always There Healthcare LLC	2,344	2,277	1,985	2,053	1,544	1,560	1,664	1,821	15,246
Amaramedical Health Care Services, Inc.	4,525	4,117	4,254	4,201	3,893	3,599	3,779	3,555	31,921
Assisted Care by Black Stone of CIN	3,627	3,703	3,755	3,834	3,587	3,726	3,576	3,293	29,101
Comfort and Care Home Health Agency, Inc.	292	303	286	231	235	203	30	5	1,584
Day Share Senior Services	334	368	374	395	325	474	604	592	3,464
Eastern Personnel Services, Inc.	944	621	761	1,188	988	1,055	1,848	1,093	8,497
Hillebrand Home Health	2,805	2,629	2,690	2,444	2,061	1,980	1,921	1,754	18,283
Interim Healthcare of Cincinnati Homestyles	3,130	3,085	3,168	3,011	2,474	2,436	2,266	2,015	21,584
LCD Home Health Agency	704	914	897	1,004	971	1,003	801	635	6,927
Nova Home Care	6,015	5,572	4,951	4,589	4,265	4,027	4,243	4,779	38,441
Prime Home Care, LLC	155	164	322	480	412	386	463	490	2,871
Quality Care	6,037	5,467	5,649	5,851	5,073	4,517	4,320	3,647	40,561
Right at Home	1,704	2,256	2,421	2,317	2,112	2,164	2,230	2,130	17,332
SH of Southern Ohio LLC	1,958	2,158	3,067	3,111	2,895	3,075	2,636	2,873	21,772
Superior Home Care, Inc.	4,142	4,806	4,974	4,809	4,090	4,104	3,952	3,915	34,792
Western Hills Home Care	1,089	990	1,101	1,017	765	837	828	852	7,479
<b>Total Billable Units</b>	<b>79,043</b>	<b>77,023</b>	<b>75,484</b>	<b>75,416</b>	<b>68,126</b>	<b>68,335</b>	<b>67,426</b>	<b>66,822</b>	<b>577,674</b>

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	0.78%	0.82%	0.69%	0.96%	1.10%	1.39%	1.40%	1.40%
A Miracle Home Care	48.87%	47.99%	45.45%	45.30%	46.51%	47.18%	46.46%	48.55%
Always There Healthcare LLC	2.96%	2.96%	2.63%	2.72%	2.27%	2.28%	2.47%	2.72%
Amaramedical Health Care Services, Inc.	5.72%	5.34%	5.63%	5.57%	5.71%	5.27%	5.60%	5.32%
Assisted Care by Black Stone of CIN	4.59%	4.81%	4.97%	5.08%	5.27%	5.45%	5.30%	4.93%
Comfort and Care Home Health Agency, Inc.	0.37%	0.39%	0.38%	0.31%	0.35%	0.30%	0.04%	0.01%
Day Share Senior Services	0.42%	0.48%	0.49%	0.52%	0.48%	0.69%	0.90%	0.89%
Eastern Personnel Services, Inc.	1.19%	0.81%	1.01%	1.57%	1.45%	1.54%	2.74%	1.63%
Hillebrand Home Health	3.55%	3.41%	3.56%	3.24%	3.03%	2.90%	2.85%	2.62%
Interim Healthcare of Cincinnati Homestyles	3.96%	4.00%	4.20%	3.99%	3.63%	3.56%	3.36%	3.02%
LCD Home Health Agency	0.89%	1.19%	1.19%	1.33%	1.43%	1.47%	1.19%	0.95%
Nova Home Care	7.61%	7.23%	6.56%	6.08%	6.26%	5.89%	6.29%	7.15%
Prime Home Care, LLC	0.20%	0.21%	0.43%	0.64%	0.60%	0.56%	0.69%	0.73%
Quality Care	7.64%	7.10%	7.48%	7.76%	7.45%	6.61%	6.41%	5.46%
Right at Home	2.16%	2.93%	3.21%	3.07%	3.10%	3.17%	3.31%	3.19%
SH of Southern Ohio LLC	2.48%	2.80%	4.06%	4.12%	4.25%	4.50%	3.91%	4.30%
Superior Home Care, Inc.	5.24%	6.24%	6.59%	6.38%	6.00%	6.01%	5.86%	5.86%
Western Hills Home Care	1.38%	1.29%	1.46%	1.35%	1.12%	1.23%	1.23%	1.27%
<b>Total Market Share</b>	<b>100.00%</b>							



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Home Care Assistance

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	14	13	14	21	22	28	28	23	20
A Miracle Home Care	996	942	915	922	881	852	851	938	912
Always There Healthcare LLC	71	65	59	56	53	51	53	57	58
Amaramedical Health Care Services, Inc.	107	105	115	107	100	92	98	93	102
Assisted Care by Black Stone of CIN	108	99	96	95	93	91	87	79	94
Comfort and Care Home Health Agency, Inc.	4	5	5	3	3	3	2	2	3
Day Share Senior Services	9	8	8	9	10	12	16	16	11
Eastern Personnel Services, Inc.	26	19	35	50	41	40	48	41	38
Hillebrand Home Health	64	60	58	53	50	48	46	43	53
Interim Healthcare of Cincinnati Homestyles	85	84	89	83	76	69	63	57	76
LCD Home Health Agency	21	23	23	23	25	26	21	24	23
Nova Home Care	127	115	110	103	95	92	105	111	107
Prime Home Care, LLC	5	3	11	11	11	12	22	13	11
Quality Care	184	166	163	148	140	131	117	113	145
Right at Home	71	78	82	73	70	66	66	61	71
SH of Southern Ohio LLC	78	83	112	94	100	108	108	111	99
Superior Home Care, Inc.	152	172	157	138	125	118	120	121	138
Western Hills Home Care	31	30	30	29	22	23	23	25	27
<b>Total Distinct Clients Served</b>	<b>2,153</b>	<b>2,070</b>	<b>2,082</b>	<b>2,018</b>	<b>1,917</b>	<b>1,862</b>	<b>1,874</b>	<b>1,928</b>	<b>110</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Emergency Response

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	6,600	6,369	6,176	5,910	5,549	5,420	5,088	5,026	46,138
<b>Total Billable Units</b>	<b>6,600</b>	<b>6,369</b>	<b>6,176</b>	<b>5,910</b>	<b>5,549</b>	<b>5,420</b>	<b>5,088</b>	<b>5,026</b>	<b>46,138</b>

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%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,357	2,206	2,124	2,083	2,056	1,913	1,821	1,782	2,043
<b>Total Distinct Clients Served</b>	<b>2,357</b>	<b>2,206</b>	<b>2,124</b>	<b>2,083</b>	<b>2,056</b>	<b>1,913</b>	<b>1,821</b>	<b>1,782</b>	<b>2,043</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Home Delivered Meals

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

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Deupree Meals on Wheels	8.67%	8.01%	8.08%	7.66%	8.51%	7.96%	7.79%	7.41%
Maple Knoll Outreach Services for Seniors	0.06%	0	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	13.30%	14.78%	14.56%	14.60%	13.52%	15.29%	15.09%	14.55%
Meals on Wheels of SW Ohio and Northern Kentucky	77.97%	77.21%	77.36%	77.74%	77.97%	76.75%	77.12%	78.04%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Deupree Meals on Wheels	233	214	205	200	199	189	181	171	199
Maple Knoll Outreach Services for Seniors	11	0	0	0	0	0	0	0	11
Mayerson JCC (Jewish Community Center)	415	420	395	370	347	339	342	343	371
Meals on Wheels of SW Ohio and Northern Kentucky	2,290	2,187	2,097	1,986	1,885	1,830	1,818	1,799	1,987
<b>Total Distinct Clients Served</b>	<b>2,949</b>	<b>2,821</b>	<b>2,697</b>	<b>2,556</b>	<b>2,431</b>	<b>2,358</b>	<b>2,341</b>	<b>2,313</b>	<b>819</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Home Medical Equipment

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

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
101 Mobility Cincinnati	0	0	0	0	0	0	0	1.64%
American Ramp Systems	16.90%	11.70%	17.24%	19.51%	12.41%	10.22%	9.79%	4.92%
Bernens Medical	68.08%	79.53%	74.71%	69.92%	81.02%	75.91%	78.32%	68.03%
Home First	8.45%	7.60%	0.57%	4.07%	2.19%	2.19%	10.49%	17.21%
HomeCare Mattress Inc.	0	0.58%	1.15%	0	0	0	0	0
Janz Medical Supply	0	0	2.30%	6.50%	3.65%	4.38%	0	4.92%
Mullaney's Pharmacy & Home Health Care	6.57%	0	0	0	0	0	0	0
Stateline Medical Equipment	0	0.58%	4.02%	0	0.73%	7.30%	1.40%	3.28%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	0	1	1
American Ramp Systems	15	10	9	10	6	5	5	2	8
Bernens Medical	106	105	97	65	84	77	91	63	86
Home First	17	12	1	5	3	3	15	19	9
HomeCare Mattress Inc.	0	1	2	0	0	0	0	0	2
Janz Medical Supply	0	0	4	7	3	6	0	6	5
Mullaney's Pharmacy & Home Health Care	11	0	0	0	0	0	0	0	11
Stateline Medical Equipment	0	1	7	0	1	10	2	4	4
<b>Total Distinct Clients Served</b>	<b>149</b>	<b>129</b>	<b>120</b>	<b>87</b>	<b>97</b>	<b>101</b>	<b>113</b>	<b>95</b>	<b>23</b>



# Provider Quality Report: Service Metrics

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

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
101 Mobility Cincinnati	0	0	0	0	0	10.00%	11.11%	20.93%
American Ramp Systems	0	0	0	3.13%	5.41%	13.33%	11.11%	16.28%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	6.25%	0	0	0	4.65%
Custom Home Elevator & Lift Co. Inc.	5.26%	16.67%	2.08%	3.13%	13.51%	3.33%	6.67%	6.98%
Home First	10.53%	0	8.33%	15.63%	24.32%	26.67%	15.56%	6.98%
HomeCare Mattress Inc.	0	0	4.17%	0	0	3.33%	0	2.33%
MedAdapt Ltd.	21.05%	0	27.08%	28.13%	13.51%	10.00%	20.00%	18.60%
Stateline Medical Equipment	31.58%	0	25.00%	18.75%	27.03%	16.67%	22.22%	18.60%
Tri-State Maintenance	31.58%	83.33%	33.33%	25.00%	16.22%	16.67%	13.33%	4.65%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	1	4	9	5
American Ramp Systems	0	0	0	1	1	2	2	3	2
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	1	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	5	1	3	3	2
Home First	2	0	4	5	8	7	6	3	5
HomeCare Mattress Inc.	0	0	2	0	0	1	0	1	1
MedAdapt Ltd.	4	0	13	9	5	3	9	8	7
Stateline Medical Equipment	5	0	12	6	10	5	10	8	8
Tri-State Maintenance	6	5	16	8	6	5	6	2	7
<b>Total Distinct Clients Served</b>	<b>18</b>	<b>6</b>	<b>48</b>	<b>31</b>	<b>35</b>	<b>25</b>	<b>40</b>	<b>39</b>	<b>5</b>



# Provider Quality Report: Service Metrics

## Hamilton County ESP

### Independent Living Assistance

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

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Jewish Family Service	13.94%	25.47%	14.92%	17.52%	14.52%	7.44%	24.24%	11.08%
Meals on Wheels of SW Ohio and Northern Kentucky	86.06%	74.53%	85.08%	82.48%	85.48%	92.56%	75.76%	88.92%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Jewish Family Service	11	16	16	13	12	9	12	10	12
Meals on Wheels of SW Ohio and Northern Kentucky	67	73	77	76	60	58	59	56	66
<b>Total Distinct Clients Served</b>	<b>78</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>72</b>	<b>67</b>	<b>71</b>	<b>66</b>	<b>39</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Major Housecleaning

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	5	10	3	3	2	1	1	11	36
<b>Total Billable Units</b>	<b>5</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>36</b>

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>								

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	4	10	3	3	2	1	1	11	4
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>4</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Pest Control

Billable Units									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	20	2	0	0	0	0	0	0	22
Milts Termite & Pest Control	15	22	19	18	10	6	16	9	115
<b>Total Billable Units</b>	<b>35</b>	<b>24</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>6</b>	<b>16</b>	<b>9</b>	<b>137</b>

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
All Gone Termite & Pest Control, Inc.	57.14%	8.33%	0	0	0	0	0	0	
Milts Termite & Pest Control	42.86%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>								

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	7	1	0	0	0	0	0	0	4
Milts Termite & Pest Control	9	9	8	9	4	4	10	5	7
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>7</b>



# Provider Quality Report: Service Metrics

Hamilton County ESP

## Transportation

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

Market Share									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
home52 Transportation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>								

Distinct Clients Served									
	2024	2024	2024	2024	2025	2025	2025	2025	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
home52 Transportation	737	726	720	689	613	625	612	588	664
<b>Total Distinct Clients Served</b>	<b>737</b>	<b>726</b>	<b>720</b>	<b>689</b>	<b>613</b>	<b>625</b>	<b>612</b>	<b>588</b>	<b>664</b>



# Provider Quality Report: Satisfaction Metrics

## Hamilton County ESP

### Hamilton County ESP SASI Counts

Home Care Assistance								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	2	12	5	7	11	10	6	6
A Miracle Home Care	219	366	413	319	327	282	247	237
Always There Healthcare LLC	11	18	27	27	16	18	23	11
Amaramedical Health Care Services, Inc.	23	33	50	34	26	32	32	25
Assisted Care by Black Stone of CIN	27	37	43	43	35	34	38	26
Comfort and Care Home Health Agency, Inc.	0	2	2	2	1	0	0	1
Day Share Senior Services	2	3	5	1	0	2	1	1
Eastern Personnel Services, Inc.	1	5	8	18	13	6	11	11
Hillebrand Home Health	13	19	23	18	15	13	15	8
Interim Healthcare of Cincinnati Homestyles	16	33	43	27	35	28	26	18
LCD Home Health Agency	2	6	6	13	4	7	7	11
Nova Home Care	25	42	49	31	28	37	25	28
Prime Home Care, LLC	1	2	1	4	5	4	7	6
Quality Care	37	61	59	68	59	45	40	34
Right at Home	19	27	29	24	25	22	18	20
SH of Southern Ohio LLC	22	26	42	37	34	32	30	30
Superior Home Care, Inc.	24	53	67	51	51	32	38	32
Western Hills Home Care	2	14	13	12	3	7	9	6

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

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	98.9%	94.0%	95.7%	100.0%	89.4%	83.0%	100.0%
A Miracle Home Care	94.3%	96.7%	96.7%	96.8%	95.7%	96.6%	96.9%	97.9%
Always There Healthcare LLC	94.5%	93.0%	98.4%	93.9%	98.8%	91.2%	95.1%	100.0%
Amaramedical Health Care Services, Inc.	95.2%	92.4%	92.0%	97.0%	90.2%	94.3%	94.9%	99.2%
Assisted Care by Black Stone of CIN	87.1%	94.4%	93.9%	98.5%	96.7%	97.4%	96.2%	98.8%
Comfort and Care Home Health Agency, Inc.	No Data	95.0%	50.0%	100.0%	100.0%	No Data	No Data	50.0%
Day Share Senior Services	100.0%	100.0%	98.0%	100.0%	No Data	60.0%	100.0%	90.0%
Eastern Personnel Services, Inc.	70.0%	64.0%	91.1%	81.5%	78.0%	83.3%	87.5%	87.3%
Hillebrand Home Health	92.9%	98.9%	97.7%	99.2%	97.3%	96.8%	93.2%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.2%	95.7%	99.0%	98.5%	96.0%	98.1%	94.4%	100.0%
LCD Home Health Agency	100.0%	95.8%	98.3%	98.5%	100.0%	96.9%	98.3%	100.0%
Nova Home Care	92.7%	93.6%	98.9%	97.7%	93.0%	95.7%	98.8%	94.9%
Prime Home Care, LLC	100.0%	95.0%	90.0%	100.0%	98.0%	90.0%	82.9%	70.0%
Quality Care	90.3%	95.8%	94.5%	94.3%	91.2%	97.7%	96.7%	96.1%
Right at Home	85.4%	94.4%	95.1%	93.1%	92.8%	86.9%	98.3%	95.4%
SH of Southern Ohio LLC	83.8%	97.4%	96.3%	91.0%	93.6%	96.7%	79.6%	94.4%
Superior Home Care, Inc.	94.1%	96.2%	99.2%	98.3%	96.6%	99.0%	97.8%	97.5%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%

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

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%
A Miracle Home Care	94.1%	97.5%	97.3%	98.3%	96.5%	97.7%	97.3%	96.5%
Always There Healthcare LLC	100.0%	94.1%	95.7%	96.2%	100.0%	88.9%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	88.2%	96.4%	86.4%	93.5%	90.5%	93.8%	93.3%	100.0%
Assisted Care by Black Stone of CIN	71.4%	85.2%	85.7%	97.0%	92.3%	100.0%	93.8%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	87.5%	77.8%	66.7%	83.3%	80.0%	81.8%
Hillebrand Home Health	90.9%	100.0%	100.0%	92.3%	81.8%	100.0%	92.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.8%	97.6%	100.0%	100.0%	100.0%	91.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Nova Home Care	95.0%	87.2%	100.0%	100.0%	87.0%	90.3%	100.0%	85.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%
Quality Care	88.2%	98.1%	96.1%	98.4%	96.0%	97.6%	100.0%	96.9%
Right at Home	94.1%	100.0%	100.0%	100.0%	96.0%	89.5%	100.0%	100.0%
SH of Southern Ohio LLC	84.2%	95.0%	97.1%	91.4%	96.2%	96.7%	76.9%	89.7%
Superior Home Care, Inc.	95.2%	97.7%	98.3%	100.0%	97.8%	96.3%	97.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	84.2%	92.8%	91.9%	93.9%	90.7%	92.9%	92.6%	96.2%
Always There Healthcare LLC	90.9%	88.2%	96.3%	88.9%	93.8%	94.4%	91.3%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	93.5%	93.8%	97.1%	96.2%	90.6%	93.8%	100.0%
Assisted Care by Black Stone of CIN	84.0%	94.6%	88.4%	100.0%	91.4%	94.1%	94.6%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	80.0%	100.0%	No Data	0.0%	100.0%	0.0%
Eastern Personnel Services, Inc.	0.0%	60.0%	87.5%	76.5%	69.2%	66.7%	81.8%	81.8%
Hillebrand Home Health	92.3%	94.7%	90.9%	100.0%	100.0%	100.0%	86.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	95.1%	96.2%	88.2%	100.0%	88.5%	100.0%
LCD Home Health Agency	100.0%	83.3%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Nova Home Care	92.0%	90.5%	98.0%	90.0%	85.7%	91.9%	91.7%	96.4%
Prime Home Care, LLC	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%
Quality Care	89.2%	83.6%	87.9%	89.4%	83.1%	95.6%	95.0%	90.9%
Right at Home	68.4%	74.1%	79.3%	73.9%	80.0%	77.3%	83.3%	85.0%
SH of Southern Ohio LLC	81.8%	96.2%	87.8%	91.9%	94.1%	90.3%	55.2%	85.7%
Superior Home Care, Inc.	91.7%	92.3%	95.4%	98.0%	94.1%	96.9%	97.4%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	100.0%	99.7%	99.3%	99.0%	98.5%	99.3%	100.0%	99.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	93.9%	98.0%	97.1%	92.3%	96.9%	96.9%	96.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	80.0%	100.0%	94.4%	92.3%	100.0%	100.0%	100.0%
Hillebrand Home Health	92.3%	94.7%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	100.0%	100.0%	94.1%	100.0%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	100.0%	100.0%	96.8%	96.4%	97.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	94.6%	98.4%	98.3%	100.0%	96.6%	97.8%	97.5%	100.0%
Right at Home	94.7%	100.0%	96.6%	95.8%	96.0%	90.9%	100.0%	100.0%
SH of Southern Ohio LLC	90.9%	100.0%	100.0%	91.9%	97.1%	100.0%	93.1%	100.0%
Superior Home Care, Inc.	95.7%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	80.0%	100.0%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	98.1%	97.3%	97.1%	96.5%	96.6%	98.2%	95.5%	98.3%
Always There Healthcare LLC	100.0%	94.1%	100.0%	96.3%	100.0%	94.4%	91.3%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	93.9%	98.0%	100.0%	88.5%	96.9%	96.9%	100.0%
Assisted Care by Black Stone of CIN	96.0%	97.3%	100.0%	100.0%	97.1%	97.1%	100.0%	96.2%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	0.0%	60.0%	87.5%	83.3%	76.9%	100.0%	90.0%	100.0%
Hillebrand Home Health	84.6%	100.0%	100.0%	100.0%	100.0%	92.3%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.8%	95.1%	100.0%	96.8%	96.4%	97.3%	100.0%	96.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	89.2%	98.4%	98.3%	91.0%	89.8%	97.8%	95.0%	97.1%
Right at Home	89.5%	88.9%	96.4%	95.7%	92.0%	90.9%	100.0%	90.0%
SH of Southern Ohio LLC	90.9%	100.0%	97.6%	91.9%	94.1%	100.0%	82.8%	96.4%
Superior Home Care, Inc.	95.8%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	80.0%	100.0%
A Miracle Home Care	96.3%	97.0%	97.8%	95.9%	96.6%	97.2%	98.8%	98.3%
Always There Healthcare LLC	90.9%	88.9%	96.3%	100.0%	100.0%	94.4%	95.5%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	90.9%	90.0%	100.0%	92.3%	93.8%	96.9%	100.0%
Assisted Care by Black Stone of CIN	96.0%	100.0%	97.7%	100.0%	97.1%	97.1%	97.4%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	100.0%	88.9%	92.3%	83.3%	100.0%	90.9%
Hillebrand Home Health	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.8%	90.9%	100.0%	100.0%	97.1%	100.0%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	96.0%	97.6%	100.0%	100.0%	100.0%	97.3%	100.0%	96.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	91.9%	98.4%	93.2%	98.5%	89.8%	100.0%	97.5%	94.1%
Right at Home	84.2%	100.0%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%
SH of Southern Ohio LLC	90.9%	96.2%	95.2%	94.6%	94.1%	100.0%	96.6%	96.7%
Superior Home Care, Inc.	95.8%	98.1%	100.0%	98.0%	96.1%	100.0%	97.3%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
A Miracle Home Care	98.2%	97.8%	98.3%	97.5%	96.6%	96.8%	99.2%	98.7%
Always There Healthcare LLC	90.9%	94.4%	100.0%	96.3%	100.0%	94.4%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	95.7%	90.9%	94.0%	100.0%	92.3%	96.9%	96.9%	96.0%
Assisted Care by Black Stone of CIN	96.0%	97.3%	97.7%	100.0%	100.0%	97.1%	97.4%	96.2%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	80.0%	100.0%	83.3%	92.3%	83.3%	90.9%	90.9%
Hillebrand Home Health	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.8%	93.9%	100.0%	96.3%	97.1%	96.4%	92.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	92.0%	95.2%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%
Quality Care	97.3%	100.0%	98.3%	100.0%	93.2%	100.0%	97.4%	97.1%
Right at Home	89.5%	96.3%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%
SH of Southern Ohio LLC	86.4%	100.0%	97.6%	94.4%	97.1%	100.0%	96.6%	100.0%
Superior Home Care, Inc.	100.0%	96.2%	100.0%	98.0%	98.0%	100.0%	97.3%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

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

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
A Best Home Care, Inc.	100.0%	100.0%	100.0%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	89.8%	96.1%	95.1%	95.6%	93.1%	96.1%	96.7%	98.7%
Always There Healthcare LLC	90.9%	82.4%	100.0%	92.6%	93.8%	94.4%	91.3%	100.0%
Amaramedical Health Care Services, Inc.	95.5%	90.9%	90.0%	94.1%	88.5%	93.8%	90.6%	100.0%
Assisted Care by Black Stone of CIN	92.0%	94.6%	95.3%	97.6%	100.0%	94.1%	94.7%	96.0%
Comfort and Care Home Health Agency, Inc.	No Data	50.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	0.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	0.0%	60.0%	87.5%	77.8%	61.5%	66.7%	72.7%	81.8%
Hillebrand Home Health	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	86.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	93.9%	100.0%	96.3%	93.9%	96.4%	92.3%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	92.9%	98.0%	93.5%	85.7%	97.3%	100.0%	92.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%
Quality Care	81.1%	88.3%	89.5%	84.8%	88.1%	95.5%	92.5%	94.1%
Right at Home	68.4%	85.2%	86.2%	91.7%	92.0%	81.8%	100.0%	95.0%
SH of Southern Ohio LLC	72.7%	96.2%	92.9%	81.1%	88.2%	93.8%	62.1%	89.7%
Superior Home Care, Inc.	95.8%	96.2%	98.5%	98.0%	94.1%	96.9%	97.4%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

Hamilton County ESP

## Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	100.0%	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%
A Miracle Home Care	90.7%	95.6%	95.6%	96.2%	93.5%	96.1%	98.4%	97.9%
Always There Healthcare LLC	90.9%	94.1%	100.0%	92.6%	100.0%	88.9%	95.7%	100.0%
Amaramedical Health Care Services, Inc.	91.3%	93.8%	87.8%	96.9%	84.0%	93.8%	93.8%	100.0%
Assisted Care by Black Stone of CIN	76.0%	97.3%	95.3%	97.6%	100.0%	97.1%	97.3%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%
Day Share Senior Services	100.0%	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	60.0%	87.5%	77.8%	84.6%	83.3%	90.9%	81.8%
Hillebrand Home Health	84.6%	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.0%	100.0%	100.0%	100.0%	96.4%	96.2%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	87.5%	90.5%	97.9%	100.0%	92.9%	94.4%	95.8%	96.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%
Quality Care	83.8%	96.7%	94.8%	92.5%	89.7%	97.8%	95.0%	94.1%
Right at Home	78.9%	100.0%	96.6%	87.0%	96.0%	77.3%	100.0%	100.0%
SH of Southern Ohio LLC	76.2%	100.0%	97.6%	94.6%	97.1%	96.9%	82.1%	96.6%
Superior Home Care, Inc.	91.7%	94.3%	100.0%	98.0%	98.0%	100.0%	97.4%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



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

Hamilton County ESP

## Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	99.2%	99.2%	98.7%	98.3%	99.7%	99.1%	99.1%	100.0%
Mayerson JCC (Jewish Community Center)	94.3%	98.1%	97.6%	98.6%	97.9%	97.8%	98.8%	99.7%
Meals on Wheels of SW Ohio and Northern Kentucky	96.6%	98.3%	98.4%	98.5%	98.6%	98.9%	98.8%	99.1%

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

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	97.6%	99.0%	98.5%	100.0%	96.2%	97.6%	100.0%
Mayerson JCC (Jewish Community Center)	87.5%	97.5%	96.5%	96.6%	94.5%	94.7%	98.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	94.0%	96.1%	96.7%	97.0%	97.5%	97.7%	98.4%	96.8%

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



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

Hamilton County ESP

## Home Delivered Meals SASI Scores

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

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	97.8%	100.0%	98.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	98.2%	99.1%	97.6%	99.0%	100.0%	95.3%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.9%	98.8%	98.1%	98.4%	99.2%	98.7%	99.5%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	95.3%	100.0%	99.3%	98.3%	99.2%	100.0%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	99.5%	99.3%	99.7%	99.3%	99.6%	99.6%	100.0%

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



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

Hamilton County ESP

## Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cincinnati Area Senior Services Inc	100.0%	No Data						
Deupree Meals on Wheels	93.9%	98.8%	94.9%	94.1%	100.0%	98.1%	97.6%	100.0%
Mayerson JCC (Jewish Community Center)	90.6%	94.3%	91.0%	95.7%	93.0%	96.2%	97.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.1%	95.3%	95.2%	96.4%	96.7%	96.4%	97.1%	98.3%

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

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

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	98.2%	98.1%	100.0%	98.3%	98.6%	97.5%	No Data	96.7%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	80.8%	100.0%	97.3%
Bethesda Medical Transportation	99.5%	98.7%	99.2%	100.0%	99.2%	98.1%	100.0%	93.3%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	99.4%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	98.7%	97.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	88.9%	99.3%	97.6%	100.0%	98.3%
Meda-Care Transportation, Inc.	95.0%	95.0%	No Data	80.0%	94.7%	91.9%	No Data	83.5%
Ny's Transportation	50.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	90.9%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	86.8%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	60.0%	97.5%	98.0%	90.9%	100.0%
Redwood/Easterseals	100.0%	100.0%	90.9%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	99.3%	100.0%	98.7%	98.8%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	87.9%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	97.5%	95.0%	94.5%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	77.4%	No Data	No Data

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

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

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

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

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

### Medical Transportation SASI Scores

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

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

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

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

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

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

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

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

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



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

Hamilton County ESP

## Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	100.0%	No Data	100.0%	No Data				
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%
Premier Transportation Solutions	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	No Data				
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	100.0%	100.0%	0.0%	No Data	No Data

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



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

## Hamilton County Elderly Services Program

### Transportation Coord SASI Scores

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

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

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

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

**Was scheduling your ride with the Transportation Coordination Center easy?**

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

**Was the Transportation Coordination staff kind and courteous?**

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

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

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

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



# Appendix A: Methodology for SASI Analysis

## Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,257 SASIs collected from October 1st, 2025 through December 31st, 2025 were aggregated for one calendar quarter by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 4, 2023 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

#### SASI Scores Color Coding Legend

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