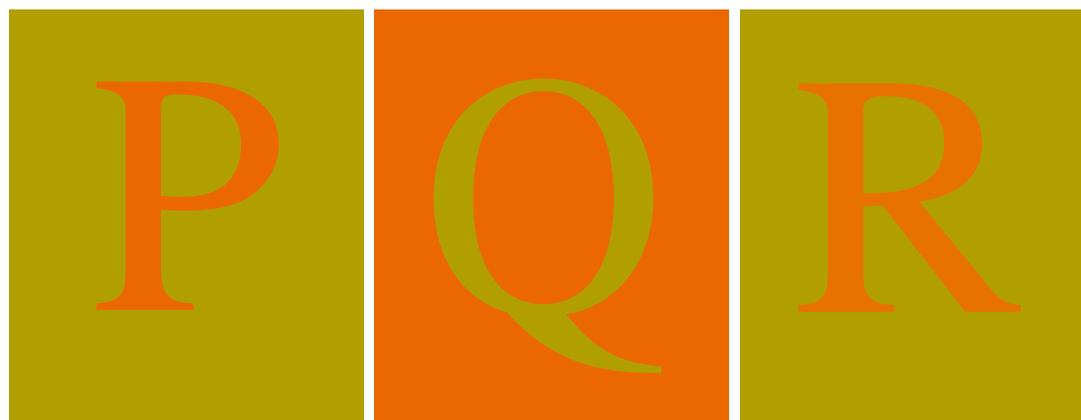




## Warren County



## Provider Quality Report

Quarter 4, 2025



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# Provider Quality Report: Introduction

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

### **Billable Unit Conversions:**

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

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

### **SASI Scoring:**

SASI scores consist of smaller sample sizes which may impact providers' scores.



# Provider Quality Report: Provider Activity

## Warren 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
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
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
360 Total Care	Adult Day Service	6/1/2024
AnswerCare LLC	Home Care Assistance	6/9/2025
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio, Kosher Meals	Home Delivered Meals	6/2/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
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
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025 - 10/8/2025



# Provider Quality Report: Service Metrics

## Warren 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
Otterbein Lebanon Adult Day Service	219	184	588	439	352	479	397	287	2,944
Restoration Adult Day Services, LLC	0	0	0	0	0	11	1	0	12
<b>Total Billable Units</b>	<b>219</b>	<b>184</b>	<b>588</b>	<b>439</b>	<b>352</b>	<b>490</b>	<b>398</b>	<b>287</b>	<b>2,956</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Otterbein Lebanon Adult Day Service	100.00%	100.00%	100.00%	100.00%	100.00%	97.76%	99.75%	100.00%
Restoration Adult Day Services, LLC	0	0	0	0	0	2.24%	0.25%	0
<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
Otterbein Lebanon Adult Day Service	17	15	25	21	19	24	18	17	20
Restoration Adult Day Services, LLC	0	0	0	0	0	1	1	0	1
<b>Total Distinct Clients Served</b>	<b>17</b>	<b>15</b>	<b>25</b>	<b>21</b>	<b>19</b>	<b>25</b>	<b>19</b>	<b>17</b>	<b>16</b>



# Provider Quality Report: Service Metrics

Warren 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.	7,373	10,177	8,706	8,240	7,220	7,626	7,662	6,537	63,541
<b>Total Billable Units</b>	<b>7,373</b>	<b>10,177</b>	<b>8,706</b>	<b>8,240</b>	<b>7,220</b>	<b>7,626</b>	<b>7,662</b>	<b>6,537</b>	<b>63,541</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.	112	116	106	106	98	91	85	79	99
<b>Total Distinct Clients Served</b>	<b>112</b>	<b>116</b>	<b>106</b>	<b>106</b>	<b>98</b>	<b>91</b>	<b>85</b>	<b>79</b>	<b>99</b>



# Provider Quality Report: Service Metrics

## Warren 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 Best Home Care, Inc.	139	419	485	539	587	744	724	603	4,239
A Miracle Home Care	10,814	10,733	11,437	12,974	13,087	14,164	15,413	15,629	104,250
AnswerCare LLC	0	0	0	0	0	0	192	368	559
Assisted Care by Black Stone of CIN	1,813	1,493	1,519	1,331	1,389	1,372	1,280	1,350	11,545
Gabriels Angels Homecare, LLC	0	0	15	2	0	0	0	0	17
Heavenly Helpers	123	0	0	0	0	0	0	0	123
Interim Healthcare of Cincinnati Homestyles	329	342	433	338	378	433	444	370	3,066
Nova Home Care	68	179	118	113	175	279	420	360	1,710
Prime Home Care, LLC	98	104	107	102	114	131	145	122	922
Quality Care	291	198	35	102	178	220	218	221	1,463
Senior Helpers of Dayton	0	0	5	6	0	0	0	3	14
SH of Southern Ohio LLC	1,523	1,380	1,402	1,399	1,319	1,314	1,209	1,353	10,899
Superior Home Care, Inc.	103	83	139	136	132	176	197	160	1,125
<b>Total Billable Units</b>	<b>15,300</b>	<b>14,930</b>	<b>15,694</b>	<b>17,040</b>	<b>17,358</b>	<b>18,831</b>	<b>20,239</b>	<b>20,538</b>	<b>139,930</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0.91%	2.81%	3.09%	3.16%	3.38%	3.95%	3.57%	2.94%
A Miracle Home Care	70.68%	71.89%	72.88%	76.14%	75.39%	75.21%	76.15%	76.10%
AnswerCare LLC	0	0	0	0	0	0	0.95%	1.79%
Assisted Care by Black Stone of CIN	11.85%	10.00%	9.68%	7.81%	8.00%	7.28%	6.32%	6.57%
Gabriels Angels Homecare, LLC	0	0	0.09%	0.01%	0	0	0	0
Heavenly Helpers	0.80%	0	0	0	0	0	0	0
Interim Healthcare of Cincinnati Homestyles	2.15%	2.29%	2.76%	1.98%	2.18%	2.30%	2.19%	1.80%
Nova Home Care	0.44%	1.20%	0.75%	0.66%	1.01%	1.48%	2.07%	1.75%
Prime Home Care, LLC	0.64%	0.70%	0.68%	0.60%	0.66%	0.69%	0.71%	0.59%
Quality Care	1.90%	1.33%	0.22%	0.60%	1.03%	1.17%	1.08%	1.08%
Senior Helpers of Dayton	0	0	0.03%	0.04%	0	0	0	0.01%
SH of Southern Ohio LLC	9.96%	9.24%	8.93%	8.21%	7.60%	6.98%	5.97%	6.59%
Superior Home Care, Inc.	0.67%	0.56%	0.89%	0.80%	0.76%	0.93%	0.97%	0.78%
<b>Total Market Share</b>	<b>100.00%</b>							



# Provider Quality Report: Service Metrics

## Warren 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.	6	7	11	17	18	30	23	16	16
A Miracle Home Care	403	389	395	435	446	478	554	584	461
AnswerCare LLC	0	0	0	0	0	0	17	16	17
Assisted Care by Black Stone of CIN	51	40	42	40	40	36	37	35	40
Gabriels Angels Homecare, LLC	0	0	6	1	0	0	0	0	4
Heavenly Helpers	13	0	0	0	0	0	0	0	13
Interim Healthcare of Cincinnati Homestyles	11	16	17	17	20	18	18	16	17
Nova Home Care	10	10	8	10	12	14	21	15	13
Prime Home Care, LLC	2	2	3	3	3	3	4	3	3
Quality Care	15	13	9	12	10	9	12	14	12
Senior Helpers of Dayton	0	0	1	1	0	0	0	1	1
SH of Southern Ohio LLC	52	55	60	56	67	65	69	80	63
Superior Home Care, Inc.	7	6	12	13	11	17	16	15	12
<b>Total Distinct Clients Served</b>	<b>570</b>	<b>538</b>	<b>564</b>	<b>605</b>	<b>627</b>	<b>670</b>	<b>771</b>	<b>795</b>	<b>64</b>



# Provider Quality Report: Service Metrics

## Warren 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.	2,651	2,726	2,746	2,840	2,706	2,905	2,933	2,925	22,429
<b>Total Billable Units</b>	<b>2,651</b>	<b>2,726</b>	<b>2,746</b>	<b>2,840</b>	<b>2,706</b>	<b>2,905</b>	<b>2,933</b>	<b>2,925</b>	<b>22,429</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.	958	934	931	1,003	990	998	1,016	1,019	981
<b>Total Distinct Clients Served</b>	<b>958</b>	<b>934</b>	<b>931</b>	<b>1,003</b>	<b>990</b>	<b>998</b>	<b>1,016</b>	<b>1,019</b>	<b>981</b>



# Provider Quality Report: Service Metrics

## Warren 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
Mayerson JCC (Jewish Community Center)	1,756	1,780	1,637	1,419	1,026	866	599	672	9,755
Meals on Wheels of SW Ohio and Northern Kentucky	3,345	3,510	3,616	3,885	3,648	3,894	4,399	4,220	30,517
Warren County Community Service	62,031	63,343	64,119	69,514	63,055	64,296	62,980	65,698	515,036
<b>Total Billable Units</b>	<b>67,132</b>	<b>68,633</b>	<b>69,372</b>	<b>74,818</b>	<b>67,729</b>	<b>69,056</b>	<b>67,978</b>	<b>70,590</b>	<b>555,308</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	2.62%	2.59%	2.36%	1.90%	1.51%	1.25%	0.88%	0.95%
Meals on Wheels of SW Ohio and Northern Kentucky	4.98%	5.11%	5.21%	5.19%	5.39%	5.64%	6.47%	5.98%
Warren County Community Service	92.40%	92.29%	92.43%	92.91%	93.10%	93.11%	92.65%	93.07%
<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
Mayerson JCC (Jewish Community Center)	32	35	30	26	20	18	11	12	23
Meals on Wheels of SW Ohio and Northern Kentucky	55	55	64	60	66	69	81	77	66
Warren County Community Service	996	988	1,019	1,021	995	1,000	972	968	995
<b>Total Distinct Clients Served</b>	<b>1,083</b>	<b>1,078</b>	<b>1,113</b>	<b>1,107</b>	<b>1,081</b>	<b>1,087</b>	<b>1,064</b>	<b>1,057</b>	<b>361</b>



# Provider Quality Report: Service Metrics

## Warren County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	2	3	4	3	12
American Ramp Systems	11	13	23	11	9	4	5	2	78
Bernens Medical	4	6	8	5	1	0	5	0	29
Home First	14	23	8	5	3	17	25	18	113
HomeCare Mattress Inc.	1	3	0	0	0	0	2	0	6
Janz Medical Supply	0	0	7	5	5	14	0	1	32
Mullaney's Pharmacy & Home Health Care	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	10	9	30	6	6	10	7	14	92
<b>Total Billable Units</b>	<b>42</b>	<b>54</b>	<b>76</b>	<b>32</b>	<b>26</b>	<b>48</b>	<b>48</b>	<b>38</b>	<b>364</b>

Market Share								
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
101 Mobility Cincinnati	0	0	0	0	7.69%	6.25%	8.33%	7.89%
American Ramp Systems	26.19%	24.07%	30.26%	34.38%	34.62%	8.33%	10.42%	5.26%
Bernens Medical	9.52%	11.11%	10.53%	15.63%	3.85%	0	10.42%	0
Home First	33.33%	42.59%	10.53%	15.63%	11.54%	35.42%	52.08%	47.37%
HomeCare Mattress Inc.	2.38%	5.56%	0	0	0	0	4.17%	0
Janz Medical Supply	0	0	9.21%	15.63%	19.23%	29.17%	0	2.63%
Mullaney's Pharmacy & Home Health Care	4.76%	0	0	0	0	0	0	0
Stateline Medical Equipment	23.81%	16.67%	39.47%	18.75%	23.08%	20.83%	14.58%	36.84%
<b>Total Market Share</b>	<b>100.00%</b>							

Distinct Clients Served									
Provider Name	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	1	1	2	1	1
American Ramp Systems	5	5	7	4	3	2	2	1	4
Bernens Medical	3	3	6	3	1	0	4	0	3
Home First	12	18	7	4	3	13	21	14	12
HomeCare Mattress Inc.	1	1	0	0	0	0	2	0	1
Janz Medical Supply	0	0	6	3	2	10	0	1	4
Mullaney's Pharmacy & Home Health Care	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	10	9	14	4	5	2	7	10	8
<b>Total Distinct Clients Served</b>	<b>33</b>	<b>36</b>	<b>40</b>	<b>18</b>	<b>15</b>	<b>28</b>	<b>38</b>	<b>27</b>	<b>5</b>



# Provider Quality Report: Service Metrics

## Warren 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	0	6	2	8
American Ramp Systems	0	0	0	0	0	1	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	3	2	3	2	0	1	2	13
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	1	1	1	7
Home First	21	20	10	14	17	16	15	16	129
HomeCare Mattress Inc.	0	1	0	0	1	1	1	0	4
MedAdapt Ltd.	7	9	10	7	6	11	13	7	70
Stateline Medical Equipment	5	3	2	4	1	1	5	3	24
Tri-State Maintenance	5	6	9	5	4	9	2	6	46
<b>Total Billable Units</b>	<b>38</b>	<b>44</b>	<b>33</b>	<b>34</b>	<b>32</b>	<b>40</b>	<b>44</b>	<b>37</b>	<b>302</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	13.64%	5.41%	
American Ramp Systems	0	0	0	0	0	2.50%	0	0	
Arrow Heating Cooling and Home Maintenance, LLC	0	6.82%	6.06%	8.82%	6.25%	0	2.27%	5.41%	
Custom Home Elevator & Lift Co. Inc.	0	4.55%	0	2.94%	3.13%	2.50%	2.27%	2.70%	
Home First	55.26%	45.45%	30.30%	41.18%	53.13%	40.00%	34.09%	43.24%	
HomeCare Mattress Inc.	0	2.27%	0	0	3.13%	2.50%	2.27%	0	
MedAdapt Ltd.	18.42%	20.45%	30.30%	20.59%	18.75%	27.50%	29.55%	18.92%	
Stateline Medical Equipment	13.16%	6.82%	6.06%	11.76%	3.13%	2.50%	11.36%	8.11%	
Tri-State Maintenance	13.16%	13.64%	27.27%	14.71%	12.50%	22.50%	4.55%	16.22%	
<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	5	2	4
American Ramp Systems	0	0	0	0	0	1	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	0	3	2	3	2	0	1	2	2
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	1	1	1	1
Home First	21	18	10	14	17	16	14	15	16
HomeCare Mattress Inc.	0	1	0	0	1	1	1	0	1
MedAdapt Ltd.	7	9	10	7	6	11	13	7	9
Stateline Medical Equipment	5	3	2	4	1	1	5	3	3
Tri-State Maintenance	5	6	9	5	3	8	2	6	6
<b>Total Distinct Clients Served</b>	<b>38</b>	<b>42</b>	<b>33</b>	<b>34</b>	<b>31</b>	<b>39</b>	<b>42</b>	<b>36</b>	<b>6</b>



# Provider Quality Report: Service Metrics

## Warren 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
Meals on Wheels of SW Ohio and Northern Kentucky	3	42	37	43	53	40	19	73	310
Partners in Prime	34	39	49	57	58	60	45	47	387
<b>Total Billable Units</b>	<b>37</b>	<b>80</b>	<b>85</b>	<b>100</b>	<b>112</b>	<b>100</b>	<b>64</b>	<b>120</b>	<b>697</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meals on Wheels of SW Ohio and Northern Kentucky	8.22%	52.02%	42.94%	42.75%	47.76%	40.35%	29.92%	61.04%
Partners in Prime	91.78%	47.98%	57.06%	57.25%	52.24%	59.65%	70.08%	38.96%
<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
Meals on Wheels of SW Ohio and Northern Kentucky	7	12	13	18	19	11	15	19	14
Partners in Prime	12	12	13	13	14	15	14	12	13
<b>Total Distinct Clients Served</b>	<b>19</b>	<b>24</b>	<b>26</b>	<b>31</b>	<b>33</b>	<b>26</b>	<b>29</b>	<b>31</b>	<b>14</b>



# Provider Quality Report: Service Metrics

## Warren 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	0	3	3	1	2	0	1	15
<b>Total Billable Units</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>15</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%	0	100.00%	100.00%	100.00%	100.00%	0	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</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	5	0	3	3	1	2	0	1	3
<b>Total Distinct Clients Served</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>



# Provider Quality Report: Service Metrics

## Warren 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	11	9	5	13	8	14	6	7	73
<b>Total Billable Units</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>73</b>

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%	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
Milts Termite & Pest Control	5	4	3	4	5	6	3	4	4
<b>Total Distinct Clients Served</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>



# Provider Quality Report: Service Metrics

## Warren 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
Meda-Care Transportation, Inc.	294	302	257	254	346	228	247	382	2,310
Universal Transportation Systems	2	0	0	0	0	0	0	0	2
Valley Transport LLC	312	384	380	326	290	240	235	174	2,341
Warren County Community Service	1,139	1,045	1,084	1,073	1,057	1,234	1,326	1,027	8,985
<b>Total Billable Units</b>	<b>1,747</b>	<b>1,731</b>	<b>1,721</b>	<b>1,653</b>	<b>1,693</b>	<b>1,702</b>	<b>1,808</b>	<b>1,583</b>	<b>13,638</b>

Market Share								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	16.83%	17.45%	14.93%	15.37%	20.44%	13.40%	13.66%	24.13%
Universal Transportation Systems	0.11%	0	0	0	0	0	0	0
Valley Transport LLC	17.86%	22.18%	22.08%	19.72%	17.13%	14.10%	13.00%	10.99%
Warren County Community Service	65.20%	60.37%	62.99%	64.91%	62.43%	72.50%	73.34%	64.88%
<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
Meda-Care Transportation, Inc.	34	28	36	36	39	35	35	36	35
Universal Transportation Systems	1	0	0	0	0	0	0	0	1
Valley Transport LLC	20	18	33	33	33	30	35	31	29
Warren County Community Service	113	112	118	109	113	120	120	111	115
<b>Total Distinct Clients Served</b>	<b>168</b>	<b>158</b>	<b>187</b>	<b>178</b>	<b>185</b>	<b>185</b>	<b>190</b>	<b>178</b>	<b>57</b>



# Provider Quality Report: Satisfaction Metrics

## Warren County ESP

### Warren 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	1	5	1	8	2	15	2
A Miracle Home Care	167	197	181	180	183	192	194	158
AnswerCare LLC	0	0	0	0	0	0	3	4
Assisted Care by Black Stone of CIN	34	23	20	21	22	11	14	13
Heavenly Helpers	11	1	0	0	0	0	0	0
Interim Healthcare of Cincinnati Homestyles	4	4	6	7	13	10	3	8
Nova Home Care	3	3	6	4	3	4	5	4
Prime Home Care, LLC	2	0	2	2	0	2	1	0
Quality Care	9	6	5	3	5	4	4	2
Senior Helpers of Dayton	0	0	0	1	0	0	0	0
SH of Southern Ohio LLC	38	28	25	24	23	20	23	17
Superior Home Care, Inc.	2	3	6	7	3	3	3	5

Home Delivered Meals								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	7	14	10	13	8	4	8	2
Meals on Wheels of SW Ohio and Northern Kentucky	23	26	17	26	15	30	24	28
Warren County Community Service	408	377	433	428	437	327	318	258

Medical Transportation								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	19	26	26	29	29	18	23	18
Universal Transportation Systems	1	0	0	0	0	0	0	0
Valley Transport LLC	15	17	16	19	24	17	16	17
Warren County Community Service	87	81	70	80	92	70	47	54



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

Warren 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%	0.0%	100.0%	100.0%	89.0%	100.0%	99.2%	80.0%
A Miracle Home Care	95.6%	94.8%	97.5%	97.9%	98.8%	97.8%	98.3%	95.9%
AnswerCare LLC	No Data	65.0%	87.5%					
Assisted Care by Black Stone of CIN	92.5%	96.5%	96.2%	99.5%	99.0%	100.0%	97.8%	100.0%
Heavenly Helpers	95.3%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	71.7%	100.0%	82.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	90.0%	90.0%	No Data	80.0%	100.0%	No Data
Quality Care	86.5%	88.3%	75.5%	85.0%	85.5%	91.7%	97.5%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	96.9%	94.7%	94.4%	93.0%	93.6%	91.7%	93.0%	97.6%
Superior Home Care, Inc.	85.0%	96.7%	85.7%	97.1%	100.0%	100.0%	100.0%	96.0%

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%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
A Miracle Home Care	97.8%	94.1%	97.5%	98.8%	100.0%	98.2%	97.5%	95.4%
AnswerCare LLC	No Data	50.0%	50.0%					
Assisted Care by Black Stone of CIN	87.5%	93.8%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	50.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	91.7%	90.5%	85.7%	100.0%	88.2%	84.2%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
A Miracle Home Care	95.9%	94.1%	96.4%	98.2%	99.4%	98.2%	97.4%	96.5%
AnswerCare LLC	No Data	0.0%	50.0%					
Assisted Care by Black Stone of CIN	86.4%	88.9%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	33.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	92.6%	88.5%	89.5%	90.5%	95.5%	82.4%	85.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	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>

Warren County ESP

## Home Care Assistance SASI Scores

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%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
A Miracle Home Care	92.5%	89.2%	96.7%	96.6%	96.1%	96.8%	93.2%	89.8%
AnswerCare LLC	No Data	66.7%	75.0%					
Assisted Care by Black Stone of CIN	90.3%	100.0%	89.5%	100.0%	95.5%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	33.3%	100.0%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	66.7%	83.3%	40.0%	50.0%	80.0%	50.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	97.0%	96.4%	95.7%	91.7%	91.3%	85.0%	95.2%	82.4%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%

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%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.8%	99.0%	98.9%	99.4%	100.0%	100.0%	100.0%	97.5%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	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%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.0%	97.9%	98.9%	98.9%	100.0%	98.4%	100.0%	98.1%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	95.8%	95.7%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	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>

Warren 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%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	95.7%	96.4%	97.8%	97.2%	98.4%	97.9%	99.5%	96.8%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.5%	100.0%
Superior Home Care, Inc.	50.0%	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%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.9%	97.9%	97.8%	98.3%	98.9%	97.9%	100.0%	98.1%
AnswerCare LLC	No Data	100.0%	100.0%					
Assisted Care by Black Stone of CIN	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	95.8%	100.0%	91.3%	100.0%	95.7%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%

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%	0.0%	100.0%	100.0%	40.0%	100.0%	92.3%	50.0%
A Miracle Home Care	95.5%	91.6%	97.4%	97.4%	97.8%	96.7%	99.3%	97.7%
AnswerCare LLC	No Data	0.0%	100.0%					
Assisted Care by Black Stone of CIN	76.9%	86.7%	94.1%	94.7%	95.0%	100.0%	77.8%	100.0%
Heavenly Helpers	80.0%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	33.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	0.0%	0.0%	No Data	0.0%	100.0%	No Data
Quality Care	66.7%	50.0%	20.0%	50.0%	75.0%	66.7%	75.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	85.2%	81.0%	93.3%	78.9%	88.2%	86.7%	87.5%	100.0%
Superior Home Care, Inc.	0.0%	66.7%	40.0%	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>

## Warren 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 Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.7%	92.8%	97.2%	97.2%	99.5%	97.4%	97.4%	92.9%
AnswerCare LLC	No Data	66.7%	100.0%					
Assisted Care by Black Stone of CIN	93.8%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	40.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	77.8%	66.7%	40.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	96.4%	95.8%	91.7%	91.3%	80.0%	95.5%	94.1%
Superior Home Care, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	80.0%

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 Best Home Care, Inc.	100.0%	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	50.0%
A Miracle Home Care	93.3%	94.8%	96.1%	97.2%	98.4%	96.3%	99.0%	96.1%
AnswerCare LLC	No Data	66.7%	100.0%					
Assisted Care by Black Stone of CIN	90.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	90.9%	0.0%	No Data					
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	66.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	88.9%	83.3%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	93.9%	92.9%	95.8%	95.7%	91.3%	94.7%	91.3%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	66.7%	85.7%	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>

## Warren County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	87.5%	98.2%	100.0%	100.0%	100.0%	100.0%	98.4%	93.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	99.0%	98.5%	98.6%	98.3%	99.1%	96.4%	100.0%
Warren County Community Service	99.0%	99.6%	99.5%	99.8%	99.3%	99.4%	99.4%	99.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	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%
Warren County Community Service	99.5%	100.0%	99.2%	99.7%	99.5%	99.6%	99.6%	99.5%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.3%	96.2%	100.0%	96.2%	93.3%	100.0%	95.8%	100.0%
Warren County Community Service	98.0%	98.7%	98.4%	99.5%	98.8%	98.5%	98.7%	99.2%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	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%	87.5%	100.0%
Warren County Community Service	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mayerson JCC (Jewish Community Center)	100.0%	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%
Warren County Community Service	99.5%	99.7%	99.5%	100.0%	100.0%	99.7%	99.3%	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>

## Warren 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
Mayerson JCC (Jewish Community Center)	85.7%	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%
Warren County Community Service	99.5%	100.0%	100.0%	100.0%	99.8%	99.7%	100.0%	99.6%

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
Mayerson JCC (Jewish Community Center)	71.4%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Meals on Wheels of SW Ohio and Northern Kentucky	91.3%	96.2%	88.2%	96.2%	93.3%	93.1%	87.5%	100.0%
Warren County Community Service	96.8%	98.7%	99.1%	99.3%	97.5%	98.8%	98.4%	99.6%

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
Mayerson JCC (Jewish Community Center)	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%	96.2%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.8%	100.0%	100.0%	100.0%	99.1%	99.1%	99.7%	98.8%

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
Mayerson JCC (Jewish Community Center)	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	100.0%	99.5%	99.5%	99.8%	100.0%	99.7%	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>

## Warren 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
Meda-Care Transportation, Inc.	100.0%	98.5%	96.8%	100.0%	100.0%	100.0%	98.3%	97.8%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	89.2%	94.3%	100.0%	100.0%	98.7%	100.0%	87.3%	88.0%
Warren County Community Service	99.8%	100.0%	99.8%	100.0%	99.3%	98.8%	100.0%	99.6%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	95.7%	100.0%	73.3%	86.7%
Warren County Community Service	98.8%	100.0%	98.5%	100.0%	97.8%	95.7%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2024	2025	2025	2025	2025
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.9%	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>

## Warren County ESP

### Medical Transportation SASI Scores

#### Do you get as much help as you need to get in/out of the vehicle?

Historical Average: 97.6%		2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.5%									
Provider Name		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.		100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	No Data						
Valley Transport LLC		92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%

#### 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
Meda-Care Transportation, Inc.		100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	No Data						
Valley Transport LLC		92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

#### Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%		2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.2%									
Provider Name		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		100.0%	No Data						
Valley Transport LLC		92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	86.7%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	98.9%	98.6%	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>

## Warren County ESP

### Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	84.6%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	93.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	92.9%	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	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>

## Warren County ESP

### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2024	2025	2025	2025	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Meda-Care Transportation, Inc.	100.0%	96.2%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%
Universal Transportation Systems	100.0%	No Data						
Valley Transport LLC	85.7%	92.9%	100.0%	100.0%	100.0%	100.0%	80.0%	86.7%
Warren County Community Service	98.8%	100.0%	100.0%	100.0%	100.0%	97.1%	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

## Warren 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 703 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