



## Butler County



## Provider Quality Report

Quarter 1, 2026



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# Provider Quality Report: Introduction

## Butler County ESP

### **General Changes:**

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

### **Billable Unit Conversions:**

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

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

### **SASI Scoring:**

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



# Provider Quality Report: Provider Activity

## Butler County ESP

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

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	4/15/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025
Northwest Adult Services	Adult Day Service	3/25/2026



# Provider Quality Report: Service Metrics

## Butler County ESP

### Adult Day Service

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
Active Day of Cincinnati	0	4	24	9	22	22	21	3	104
Lincoln Heights Outreach Inc.	2	0	0	0	0	0	0	0	2
Northwest Adult Services Pioneer Home Healthcare	65	65	83	41	57	25	48	0	384
Otterbein Lebanon Adult Day Service	84	198	103	86	129	103	83	79	862
Oxford Senior Citizens, Inc.	256	199	171	104	116	100	104	91	1,140
<b>Total Billable Units</b>	<b>407</b>	<b>466</b>	<b>380</b>	<b>240</b>	<b>323</b>	<b>250</b>	<b>256</b>	<b>173</b>	<b>2,492</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	
Active Day of Cincinnati	0	0.86%	6.19%	3.76%	6.66%	8.82%	8.22%	1.74%	
Lincoln Heights Outreach Inc.	0.49%	0	0	0	0	0	0	0	
Northwest Adult Services Pioneer Home Healthcare	15.99%	13.95%	21.87%	17.12%	17.65%	10.02%	18.79%	0	
Otterbein Lebanon Adult Day Service	20.54%	42.49%	27.01%	35.70%	39.94%	41.08%	32.29%	45.51%	
Oxford Senior Citizens, Inc.	62.98%	42.70%	44.93%	43.42%	35.76%	40.08%	40.70%	52.75%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	0	1	1	1	1	1	1	1	1
Lincoln Heights Outreach Inc.	1	0	0	0	0	0	0	0	1
Northwest Adult Services Pioneer Home Healthcare	3	5	3	2	2	2	2	0	3
Otterbein Lebanon Adult Day Service	6	9	6	4	4	4	5	6	6
Oxford Senior Citizens, Inc.	11	9	9	6	7	5	6	7	8
<b>Total Distinct Clients Served</b>	<b>21</b>	<b>24</b>	<b>19</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>4</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Consumer Directed Care

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Palco, Inc.	26,366	23,056	23,322	17,940	20,240	20,080	18,425	11,498	160,927
<b>Total Billable Units</b>	<b>26,366</b>	<b>23,056</b>	<b>23,322</b>	<b>17,940</b>	<b>20,240</b>	<b>20,080</b>	<b>18,425</b>	<b>11,498</b>	<b>160,927</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Palco, Inc.	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>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Palco, Inc.	260	255	255	240	237	231	214	194	236
<b>Total Distinct Clients Served</b>	<b>260</b>	<b>255</b>	<b>255</b>	<b>240</b>	<b>237</b>	<b>231</b>	<b>214</b>	<b>194</b>	<b>236</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Care Assistance

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
A Best Home Care, Inc.	74	78	51	42	74	41	41	173	572
A Miracle Home Care	13,530	13,460	15,692	16,112	17,806	17,768	17,877	17,690	129,933
Always There Healthcare LLC	0	0	0	0	0	7	22	46	75
Assisted Care by Black Stone of CIN	531	501	346	341	357	366	385	314	3,140
Comfort and Care Home Health Agency, Inc.	118	101	70	69	54	64	63	77	616
Interim Healthcare of Cincinnati Homestyles	2,449	2,089	2,217	1,894	2,108	2,026	1,846	1,714	16,342
LCD Home Health Agency	38	100	194	0	82	76	26	89	604
Nova Home Care	528	420	317	353	426	443	397	399	3,282
Prime Home Care, LLC	0	81	50	20	0	43	102	123	419
Quality Care	57	0	8	14	14	11	8	9	120
SH of Southern Ohio LLC	3,282	3,995	3,653	3,439	3,933	4,442	4,631	4,887	32,262
Superior Home Care, Inc.	40	44	44	40	48	46	48	46	355
<b>Total Billable Units</b>	<b>20,646</b>	<b>20,869</b>	<b>22,640</b>	<b>22,322</b>	<b>24,900</b>	<b>25,332</b>	<b>25,445</b>	<b>25,565</b>	<b>187,719</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Market Share
A Best Home Care, Inc.	0.36%	0.37%	0.23%	0.19%	0.30%	0.16%	0.16%	0.68%	
A Miracle Home Care	65.53%	64.50%	69.31%	72.18%	71.51%	70.14%	70.26%	69.19%	
Always There Healthcare LLC	0	0	0	0	0	0.03%	0.09%	0.18%	
Assisted Care by Black Stone of CIN	2.57%	2.40%	1.53%	1.53%	1.43%	1.45%	1.51%	1.23%	
Comfort and Care Home Health Agency, Inc.	0.57%	0.48%	0.31%	0.31%	0.22%	0.25%	0.25%	0.30%	
Interim Healthcare of Cincinnati Homestyles	11.86%	10.01%	9.79%	8.48%	8.46%	8.00%	7.25%	6.70%	
LCD Home Health Agency	0.18%	0.48%	0.85%	0	0.33%	0.30%	0.10%	0.35%	
Nova Home Care	2.56%	2.01%	1.40%	1.58%	1.71%	1.75%	1.56%	1.56%	
Prime Home Care, LLC	0	0.39%	0.22%	0.09%	0	0.17%	0.40%	0.48%	
Quality Care	0.28%	0	0.03%	0.06%	0.05%	0.04%	0.03%	0.04%	
SH of Southern Ohio LLC	15.90%	19.14%	16.14%	15.41%	15.80%	17.54%	18.20%	19.11%	
Superior Home Care, Inc.	0.19%	0.21%	0.19%	0.18%	0.19%	0.18%	0.19%	0.18%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	2	1	3	2	5	3	2	6	3
A Miracle Home Care	431	446	529	556	621	631	650	678	568
Always There Healthcare LLC	0	0	0	0	0	2	2	2	2
Assisted Care by Black Stone of CIN	17	16	14	11	10	11	10	10	12
Comfort and Care Home Health Agency, Inc.	13	7	3	5	2	4	2	3	5
Interim Healthcare of Cincinnati Homestyles	81	76	85	82	79	80	77	65	78
LCD Home Health Agency	2	8	15	0	5	5	2	3	6
Nova Home Care	15	11	9	9	9	8	11	12	11
Prime Home Care, LLC	0	3	1	1	0	3	6	5	3
Quality Care	3	0	1	1	1	1	1	1	1
SH of Southern Ohio LLC	163	170	166	159	186	195	194	201	179
Superior Home Care, Inc.	1	1	1	1	1	1	1	1	1
<b>Total Distinct Clients Served</b>	<b>728</b>	<b>739</b>	<b>827</b>	<b>827</b>	<b>919</b>	<b>944</b>	<b>958</b>	<b>987</b>	<b>80</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Electronic Monitoring Systems

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,831	3,642	4,186	4,093	4,210	4,180	4,100	4,246	32,487
<b>Total Billable Units</b>	<b>3,831</b>	<b>3,642</b>	<b>4,186</b>	<b>4,093</b>	<b>4,210</b>	<b>4,180</b>	<b>4,100</b>	<b>4,246</b>	<b>32,487</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Guardian Medical Monitoring, Inc.	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>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,315	1,254	1,496	1,519	1,476	1,457	1,441	1,491	1,431
<b>Total Distinct Clients Served</b>	<b>1,315</b>	<b>1,254</b>	<b>1,496</b>	<b>1,519</b>	<b>1,476</b>	<b>1,457</b>	<b>1,441</b>	<b>1,491</b>	<b>1,431</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Delivered Meals

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
Mayerson JCC (Jewish Community Center)	8,747	8,886	10,691	5,693	203	0	0	0	34,220
Meals on Wheels of SW Ohio and Northern Kentucky	36,851	35,435	37,017	35,281	40,758	41,946	44,093	41,767	313,148
Oxford Senior Citizens, Inc.	2,478	2,420	2,548	2,137	2,259	2,473	2,739	2,660	19,714
Partners in Prime	27,695	26,884	25,733	25,224	25,029	24,300	24,430	24,264	203,559
Warren County Community Service	27,800	27,688	27,114	25,525	26,799	28,337	30,998	30,466	224,727
<b>Total Billable Units</b>	<b>103,571</b>	<b>101,313</b>	<b>103,103</b>	<b>93,860</b>	<b>95,048</b>	<b>97,056</b>	<b>102,260</b>	<b>99,157</b>	<b>795,368</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	
Mayerson JCC (Jewish Community Center)	8.45%	8.77%	10.37%	6.07%	0.21%	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	35.58%	34.98%	35.90%	37.59%	42.88%	43.22%	43.12%	42.12%	
Oxford Senior Citizens, Inc.	2.39%	2.39%	2.47%	2.28%	2.38%	2.55%	2.68%	2.68%	
Partners in Prime	26.74%	26.54%	24.96%	26.87%	26.33%	25.04%	23.89%	24.47%	
Warren County Community Service	26.84%	27.33%	26.30%	27.19%	28.20%	29.20%	30.31%	30.73%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	149	163	193	164	14	0	0	0	137
Meals on Wheels of SW Ohio and Northern Kentucky	606	580	577	645	649	677	686	690	639
Oxford Senior Citizens, Inc.	48	47	45	42	41	46	44	44	45
Partners in Prime	440	414	404	417	399	378	378	397	403
Warren County Community Service	433	419	397	413	410	444	483	528	441
<b>Total Distinct Clients Served</b>	<b>1,676</b>	<b>1,623</b>	<b>1,616</b>	<b>1,681</b>	<b>1,513</b>	<b>1,545</b>	<b>1,591</b>	<b>1,659</b>	<b>349</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
101 Mobility Cincinnati	2	1	0	24	18	36	34	33	148
American Ramp Systems	50	58	43	44	42	41	38	28	344
Bernens Medical	128	104	111	96	103	93	73	73	781
Home First	4	5	5	4	3	1	2	4	28
Janz Medical Supply	0	5	6	7	8	0	3	10	39
Stateline Medical Equipment	3	7	7	5	2	9	6	4	43
<b>Total Billable Units</b>	<b>187</b>	<b>180</b>	<b>172</b>	<b>180</b>	<b>176</b>	<b>180</b>	<b>156</b>	<b>152</b>	<b>1,383</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Market Share
101 Mobility Cincinnati	1.07%	0.56%	0	13.33%	10.23%	20.00%	21.79%	21.71%	
American Ramp Systems	26.74%	32.22%	25.00%	24.44%	23.86%	22.78%	24.36%	18.42%	
Bernens Medical	68.45%	57.78%	64.53%	53.33%	58.52%	51.67%	46.79%	48.03%	
Home First	2.14%	2.78%	2.91%	2.22%	1.70%	0.56%	1.28%	2.63%	
Janz Medical Supply	0	2.78%	3.49%	3.89%	4.55%	0	1.92%	6.58%	
Stateline Medical Equipment	1.60%	3.89%	4.07%	2.78%	1.14%	5.00%	3.85%	2.63%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
101 Mobility Cincinnati	1	1	0	5	7	17	12	13	8
American Ramp Systems	19	20	19	19	17	14	14	12	17
Bernens Medical	81	73	70	62	58	60	42	52	62
Home First	4	5	5	4	3	1	2	3	3
Janz Medical Supply	0	5	5	7	7	0	3	8	6
Stateline Medical Equipment	3	7	6	4	2	9	6	4	5
<b>Total Distinct Clients Served</b>	<b>108</b>	<b>111</b>	<b>105</b>	<b>101</b>	<b>94</b>	<b>101</b>	<b>79</b>	<b>92</b>	<b>18</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Home Modification

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	3	2	7	7	19
American Ramp Systems	0	0	1	2	0	0	0	2	5
Arrow Heating Cooling and Home Maintenance, LLC	3	0	5	4	1	0	5	2	20
Custom Home Elevator & Lift Co. Inc.	2	2	2	2	2	0	4	3	17
Home First	6	3	2	7	3	2	2	2	27
HomeCare Mattress Inc.	0	2	2	1	0	0	0	0	5
MedAdapt Ltd.	21	32	30	18	26	18	10	20	175
Stateline Medical Equipment	8	22	10	8	11	5	12	12	88
Tri-State Maintenance	13	15	5	11	13	8	4	4	73
<b>Total Billable Units</b>	<b>53</b>	<b>76</b>	<b>57</b>	<b>53</b>	<b>59</b>	<b>35</b>	<b>44</b>	<b>52</b>	<b>429</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	
101 Mobility Cincinnati	0	0	0	0	5.08%	5.71%	15.91%	13.46%	
American Ramp Systems	0	0	1.75%	3.77%	0	0	0	3.85%	
Arrow Heating Cooling and Home Maintenance, LLC	5.66%	0	8.77%	7.55%	1.69%	0	11.36%	3.85%	
Custom Home Elevator & Lift Co. Inc.	3.77%	2.63%	3.51%	3.77%	3.39%	0	9.09%	5.77%	
Home First	11.32%	3.95%	3.51%	13.21%	5.08%	5.71%	4.55%	3.85%	
HomeCare Mattress Inc.	0	2.63%	3.51%	1.89%	0	0	0	0	
MedAdapt Ltd.	39.62%	42.11%	52.63%	33.96%	44.07%	51.43%	22.73%	38.46%	
Stateline Medical Equipment	15.09%	28.95%	17.54%	15.09%	18.64%	14.29%	27.27%	23.08%	
Tri-State Maintenance	24.53%	19.74%	8.77%	20.75%	22.03%	22.86%	9.09%	7.69%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	1	2	5	7	4
American Ramp Systems	0	0	1	2	0	0	0	2	2
Arrow Heating Cooling and Home Maintenance, LLC	3	0	5	4	1	0	3	2	3
Custom Home Elevator & Lift Co. Inc.	2	2	2	2	2	0	4	3	2
Home First	6	3	2	6	3	2	2	2	3
HomeCare Mattress Inc.	0	2	2	1	0	0	0	0	2
MedAdapt Ltd.	21	30	28	18	25	18	10	19	21
Stateline Medical Equipment	8	22	10	8	11	5	12	12	11
Tri-State Maintenance	13	15	5	11	13	8	4	4	9
<b>Total Distinct Clients Served</b>	<b>53</b>	<b>74</b>	<b>55</b>	<b>52</b>	<b>56</b>	<b>35</b>	<b>40</b>	<b>51</b>	<b>8</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Independent Living Assistance

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Oxford Senior Citizens, Inc.	16	8	4	5	4	6	1	1	44
Partners in Prime	1,063	1,049	1,157	1,162	1,002	970	1,073	1,143	8,618
<b>Total Billable Units</b>	<b>1,078</b>	<b>1,057</b>	<b>1,161</b>	<b>1,167</b>	<b>1,006</b>	<b>976</b>	<b>1,074</b>	<b>1,143</b>	<b>8,662</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Oxford Senior Citizens, Inc.	1.44%	0.73%	0.32%	0.41%	0.42%	0.64%	0.09%	0.04%	
Partners in Prime	98.56%	99.27%	99.68%	99.59%	99.58%	99.36%	99.91%	99.96%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	6	5	2	3	4	4	3	1	4
Partners in Prime	241	229	238	248	233	219	222	234	233
<b>Total Distinct Clients Served</b>	<b>247</b>	<b>234</b>	<b>240</b>	<b>251</b>	<b>237</b>	<b>223</b>	<b>225</b>	<b>235</b>	<b>118</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Major Housecleaning

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	3	3	4	2	1	2	2	17
<b>Total Billable Units</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>17</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Home First	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	0	3	3	4	2	1	2	2	2
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>



# Provider Quality Report: Service Metrics

Butler County ESP

## Pest Control

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Milts Termite & Pest Control	31	26	34	33	21	30	37	38	250
<b>Total Billable Units</b>	<b>31</b>	<b>26</b>	<b>34</b>	<b>33</b>	<b>21</b>	<b>30</b>	<b>37</b>	<b>38</b>	<b>250</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Milts Termite & Pest Control	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>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Milts Termite & Pest Control	17	14	15	15	12	13	16	20	15
<b>Total Distinct Clients Served</b>	<b>17</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>20</b>	<b>15</b>



# Provider Quality Report: Service Metrics

## Butler County ESP

### Transportation

Billable Units									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Billable Units
Kemper Shuttle Services	46	24	33	16	16	27	8	19	189
Meda-Care Transportation, Inc.	638	737	764	825	939	847	839	971	6,560
Oxford Senior Citizens, Inc.	6	4	4	10	8	12	2	6	52
Partners in Prime	997	991	940	727	583	329	395	380	5,342
Transport-U Transportation, LLC	245	249	187	163	191	192	204	235	1,666
Valley Transport LLC	763	618	737	546	394	409	431	333	4,231
Warren County Community Service	191	137	126	183	257	226	190	234	1,544
<b>Total Billable Units</b>	<b>2,886</b>	<b>2,760</b>	<b>2,791</b>	<b>2,470</b>	<b>2,388</b>	<b>2,042</b>	<b>2,069</b>	<b>2,178</b>	<b>19,584</b>

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Market Share
Kemper Shuttle Services	1.59%	0.87%	1.18%	0.65%	0.67%	1.32%	0.39%	0.87%	
Meda-Care Transportation, Inc.	22.11%	26.70%	27.37%	33.40%	39.32%	41.48%	40.55%	44.58%	
Oxford Senior Citizens, Inc.	0.21%	0.14%	0.14%	0.40%	0.34%	0.59%	0.10%	0.28%	
Partners in Prime	34.55%	35.91%	33.68%	29.43%	24.41%	16.11%	19.09%	17.45%	
Transport-U Transportation, LLC	8.49%	9.02%	6.70%	6.60%	8.00%	9.40%	9.86%	10.79%	
Valley Transport LLC	26.44%	22.39%	26.41%	22.11%	16.50%	20.03%	20.83%	15.29%	
Warren County Community Service	6.62%	4.96%	4.51%	7.41%	10.76%	11.07%	9.18%	10.74%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Avg. Distinct Clients Served
Kemper Shuttle Services	6	4	6	3	3	2	2	4	4
Meda-Care Transportation, Inc.	60	61	60	60	68	61	63	64	62
Oxford Senior Citizens, Inc.	2	2	1	3	3	5	1	2	2
Partners in Prime	95	90	86	76	65	47	50	47	70
Transport-U Transportation, LLC	19	19	17	16	13	16	17	21	17
Valley Transport LLC	72	73	73	59	49	46	52	48	59
Warren County Community Service	18	20	13	18	17	19	18	17	18
<b>Total Distinct Clients Served</b>	<b>272</b>	<b>269</b>	<b>256</b>	<b>235</b>	<b>218</b>	<b>196</b>	<b>203</b>	<b>203</b>	<b>33</b>



# Provider Quality Report: Satisfaction Metrics

## Butler County ESP

### Butler County ESP SASI Counts

Home Care Assistance								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	1	1	1	0	0	0	2	0
A Miracle Home Care	194	193	227	253	262	303	293	288
Always There Healthcare LLC	0	0	0	0	0	0	1	0
Assisted Care by Black Stone of CIN	5	10	5	10	7	4	3	4
Comfort and Care Home Health Agency, Inc.	3	3	6	3	1	1	3	2
Interim Healthcare of Cincinnati Homestyles	46	32	43	53	39	34	39	41
LCD Home Health Agency	0	2	2	1	1	1	1	1
Nova Home Care	6	6	6	3	7	5	5	5
Prime Home Care, LLC	0	0	3	0	1	0	2	1
Quality Care	4	0	0	0	0	1	0	0
SH of Southern Ohio LLC	53	63	73	71	79	90	80	89
Superior Home Care, Inc.	1	0	1	0	1	0	1	0

Home Delivered Meals								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Mayerson JCC (Jewish Community Center)	60	55	65	55	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	223	271	255	266	281	287	310	280
Oxford Senior Citizens, Inc.	18	20	19	14	23	23	19	25
Partners in Prime	181	204	197	203	178	187	161	196
Warren County Community Service	178	179	178	157	187	171	166	153

Medical Transportation								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Kemper Shuttle Services	6	6	5	2	6	2	3	2
Meda-Care Transportation, Inc.	36	42	47	34	34	37	45	38
Oxford Senior Citizens, Inc.	4	3	3	1	4	4	2	2
Partners in Prime	48	47	47	56	39	33	35	25
Transport-U Transportation, LLC	11	5	9	8	11	6	13	5
Valley Transport LLC	25	33	37	39	30	31	29	26
Warren County Community Service	17	16	10	15	9	13	11	17



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

## Butler County ESP

### Home Care Assistance SASI Scores

Overall Percentage								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	90.0%	100.0%	100.0%	No Data	No Data	No Data	90.0%	No Data
A Miracle Home Care	97.3%	98.1%	97.3%	98.5%	98.2%	98.3%	97.8%	97.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	90.5%	100.0%	95.5%	97.8%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	86.7%	73.3%	80.0%	100.0%	40.0%	80.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	95.5%	98.6%	97.3%	95.6%	95.9%	99.3%	96.7%	98.5%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	40.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	97.1%	98.0%	100.0%	96.0%
Prime Home Care, LLC	No Data	No Data	80.0%	No Data	100.0%	No Data	30.0%	80.0%
Quality Care	93.3%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	85.6%	95.7%	79.1%	94.9%	93.9%	96.7%	95.3%	93.1%
Superior Home Care, Inc.	80.0%	No Data	100.0%	No Data	100.0%	No Data	70.0%	No Data

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2024	2024	2024	2025	2025	2025	2025	2026
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	99.4%	98.1%	98.4%	99.5%	98.2%	98.8%	98.0%	97.1%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	75.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	66.7%	66.7%	100.0%	0.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.3%	100.0%	96.9%	100.0%	100.0%	100.0%	97.3%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	0.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	85.7%	96.1%	69.0%	94.9%	96.9%	96.0%	96.9%	92.9%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%	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>

## Butler County ESP

### Home Care Assistance SASI Scores

#### Do the people at [HCA Service Provider] let you know about changes to your service?

Historical Average: 88.4%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	98.9%	100.0%	99.0%	100.0%	97.8%	98.1%	97.6%	97.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	83.3%	66.7%	100.0%	0.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	92.5%	100.0%	97.2%	97.5%	100.0%	100.0%	97.3%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	86.4%	94.4%	72.6%	95.1%	91.0%	94.9%	95.7%	88.0%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%	No Data

#### Do you have the same aide each time?

Historical Average: 84.2%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	90.6%	95.8%	94.6%	96.8%	96.2%	96.3%	95.9%	94.4%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	97.7%	96.2%	97.4%	97.1%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	77.6%	91.9%	71.0%	92.9%	88.6%	95.6%	92.5%	93.2%
Superior Home Care, Inc.	0.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	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>

## Butler County ESP

### Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	100.0%	99.0%	99.1%	99.2%	99.2%	99.3%	99.0%	99.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	97.7%	100.0%	97.4%	100.0%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	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	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	93.9%	100.0%	88.9%	98.6%	98.7%	97.8%	98.8%	96.6%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	97.9%	98.4%	98.2%	98.4%	98.9%	98.7%	99.0%	98.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	97.6%	96.2%	97.4%	100.0%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	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%	80.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	91.7%	98.4%	87.5%	98.6%	98.7%	98.9%	97.5%	95.5%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	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>

## Butler County ESP

### Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	95.9%	97.4%	96.9%	97.6%	98.1%	98.3%	97.9%	97.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	97.7%	94.3%	97.4%	100.0%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	89.8%	96.8%	88.7%	95.7%	96.2%	96.7%	97.5%	95.5%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	97.9%	97.4%	97.3%	98.8%	98.5%	98.7%	98.3%	97.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	83.3%	100.0%	100.0%	0.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	100.0%	96.2%	97.4%	100.0%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	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	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	93.9%	98.4%	88.9%	97.1%	98.7%	97.8%	97.5%	95.5%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	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>

## Butler County ESP

### Home Care Assistance SASI Scores

#### If your aide is not available, are you offered another aide?

Historical Average: 90.3%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.0%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0.0%	100.0%	100.0%	No Data	No Data	No Data	0.0%	No Data
A Miracle Home Care	99.4%	99.3%	98.9%	99.0%	98.6%	98.0%	97.1%	98.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	80.0%	85.7%	92.9%	90.9%	76.7%	96.2%	90.6%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	0.0%
Quality Care	33.3%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	80.0%	88.9%	69.5%	89.5%	90.3%	95.9%	88.1%	85.9%
Superior Home Care, Inc.	0.0%	No Data	100.0%	No Data	100.0%	No Data	0.0%	No Data

#### Is your aide dependable?

Historical Average: 89.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	96.4%	97.4%	94.3%	96.8%	97.7%	98.0%	97.3%	94.8%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	66.7%	66.7%	100.0%	0.0%	66.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	95.3%	92.5%	97.4%	100.0%	97.4%	97.6%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	80.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	82.0%	93.5%	76.4%	89.9%	89.9%	95.6%	92.5%	92.0%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	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>

## Butler County ESP

### Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
A Miracle Home Care	96.4%	98.4%	96.0%	98.4%	98.5%	98.3%	97.6%	97.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	66.7%	66.7%	100.0%	100.0%	66.7%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.8%	100.0%	100.0%	92.5%	97.4%	100.0%	97.4%	100.0%
LCD Home Health Agency	No Data	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%
Quality Care	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
SH of Southern Ohio LLC	75.5%	98.4%	78.9%	97.1%	89.9%	97.8%	96.3%	96.5%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	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>

## Butler County ESP

### Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	62.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.8%	97.9%	98.5%	99.8%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.6%	98.1%	98.7%	99.0%	99.3%	98.6%	99.0%	98.8%
Oxford Senior Citizens, Inc.	94.9%	99.3%	100.0%	97.3%	97.8%	98.4%	98.6%	99.0%
Partners in Prime	96.8%	98.0%	98.4%	99.0%	98.5%	98.0%	99.4%	99.1%
Warren County Community Service	98.2%	98.7%	98.9%	98.5%	99.6%	99.2%	99.6%	99.0%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	98.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	98.8%	99.6%	100.0%	100.0%	100.0%	99.6%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	99.4%	98.7%	98.2%	98.7%	99.3%	98.4%	100.0%
Warren County Community Service	100.0%	100.0%	99.3%	99.2%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	98.3%	94.5%	98.5%	98.1%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	95.5%	97.0%	99.2%	98.1%	98.6%	96.2%	97.1%	97.5%
Oxford Senior Citizens, Inc.	88.9%	100.0%	100.0%	100.0%	95.7%	95.7%	94.1%	100.0%
Partners in Prime	94.4%	96.5%	97.4%	99.0%	96.6%	96.3%	99.4%	98.5%
Warren County Community Service	96.6%	97.8%	98.3%	96.8%	100.0%	98.2%	98.2%	98.7%

<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>

## Butler County ESP

### Home Delivered Meals SASI Scores

#### Can you depend on your meals driver?

Historical Average: 99.4%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 0.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	99.6%	99.6%	100.0%	99.6%	99.6%	100.0%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	99.5%	99.5%	99.4%	100.0%	100.0%	99.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%

#### Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	98.1%	98.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.2%	99.1%	100.0%	100.0%	99.6%	99.3%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.4%	100.0%	99.4%	99.4%	99.3%	99.4%	99.3%	98.8%
Warren County Community Service	100.0%	99.3%	99.3%	99.2%	99.4%	100.0%	99.3%	99.2%

#### Do you eat your home delivered meals?

Historical Average: 98.8%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 0.8%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	98.2%	98.5%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	98.5%	100.0%	99.6%	99.6%	99.7%	100.0%	99.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.3%	98.5%	98.5%	100.0%	100.0%	98.9%	100.0%	99.5%
Warren County Community Service	99.4%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	99.3%

<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>

## Butler County ESP

### Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	93.3%	94.5%	93.8%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	93.7%	95.2%	95.2%	96.2%	96.8%	95.5%	97.4%	96.4%
Oxford Senior Citizens, Inc.	81.3%	94.7%	100.0%	85.7%	91.3%	95.7%	94.4%	91.7%
Partners in Prime	91.0%	94.1%	96.4%	97.0%	94.4%	93.0%	98.1%	97.4%
Warren County Community Service	93.2%	95.0%	97.7%	94.3%	97.3%	97.1%	99.4%	96.7%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	96.7%	100.0%	98.5%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	97.8%	98.0%	98.9%	100.0%	98.9%	100.0%	98.6%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%
Partners in Prime	95.6%	97.0%	99.0%	100.0%	99.4%	98.4%	100.0%	99.5%
Warren County Community Service	97.2%	98.9%	98.3%	99.4%	100.0%	98.8%	100.0%	98.7%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	98.3%	98.2%	98.5%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.3%	98.5%	99.2%	98.9%	100.0%	99.0%	98.7%	99.3%
Oxford Senior Citizens, Inc.	94.4%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%
Partners in Prime	96.7%	98.0%	98.5%	99.0%	100.0%	98.9%	100.0%	100.0%
Warren County Community Service	98.9%	98.9%	98.9%	98.7%	100.0%	99.4%	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.



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

## Butler County ESP

### Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Kemper Shuttle Services	88.0%	96.0%	100.0%	100.0%	85.0%	100.0%	90.0%	100.0%
Meda-Care Transportation, Inc.	98.1%	98.8%	98.8%	98.4%	99.4%	99.7%	97.1%	99.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	99.1%	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%
Valley Transport LLC	95.5%	99.3%	95.0%	96.4%	99.6%	96.8%	98.5%	95.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	95.3%	100.0%	100.0%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	94.1%	94.3%	100.0%	92.9%	96.2%	91.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.7%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	95.8%
Warren County Community Service	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>

## Butler County ESP

### Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	97.1%	97.2%	96.2%	96.4%	100.0%	95.8%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.8%	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	97.1%	97.2%	100.0%	96.4%	100.0%	91.7%
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%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	100.0%	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.8%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	90.9%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<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>

## Butler 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 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	92.7%	97.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	97.1%	100.0%	100.0%	96.4%	100.0%	95.8%
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%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	100.0%	97.6%	97.7%	100.0%	100.0%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	96.7%	97.1%	97.2%	100.0%	92.9%	96.2%	91.7%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	90.3%	97.6%	95.3%	96.8%	100.0%	97.1%	97.6%	97.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Valley Transport LLC	95.5%	96.8%	88.2%	88.9%	100.0%	96.4%	96.2%	95.8%
Warren County Community Service	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>

## Butler County ESP

### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	80.0%	100.0%	100.0%	75.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	95.1%	97.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	94.1%	97.2%	100.0%	100.0%	100.0%	95.8%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.5%	100.0%	88.2%	94.4%	100.0%	96.4%	96.2%	95.8%
Warren County Community Service	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.



# Appendix A: Methodology for SASI Analysis

## Butler County ESP

### Methodology for Calculating Historical Average, 1/2 Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question totaling 1,269 SASIs collected from January 1st, 2026 through March 31st, 2026 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

SASI Scores Color Coding Legend	
Top Performer	> 1/2 Historical Standard Deviation Above the Mean
Under Performer	< 1/2 Historical Standard Deviation Below the Mean
Average Performer	<= 1/2 Historical Standard Deviation Above and >= 1/2 Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score