



## Clinton County



## Provider Quality Report

Quarter 1, 2026



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# Provider Quality Report: Introduction

## Clinton County ESP

### **General Information:**

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

### **Billable Unit Conversions:**

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

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

### **SASI Scoring:**

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



# Provider Quality Report: Provider Activity

## Clinton County ESP

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

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

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



# Provider Quality Report: Service Metrics

Clinton County ESP

## Adult Day Service

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Extended Family Home Health Services	0	0	0	0	0	0	4	11	15
Otterbein Lebanon Adult Day Service	0	0	0	0	9	11	8	1	28
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>42</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Extended Family Home Health Services	0	0	0	0	0	0	34.78%	95.45%	
Otterbein Lebanon Adult Day Service	0	0	0	0	100.00%	100.00%	65.22%	4.55%	
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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
Extended Family Home Health Services	0	0	0	0	0	0	2	3	3
Otterbein Lebanon Adult Day Service	0	0	0	0	1	1	2	1	1
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>



# Provider Quality Report: Service Metrics

Clinton 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.	2,158	1,893	1,643	1,406	1,693	2,444	2,175	1,528	14,940
<b>Total Billable Units</b>	<b>2,158</b>	<b>1,893</b>	<b>1,643</b>	<b>1,406</b>	<b>1,693</b>	<b>2,444</b>	<b>2,175</b>	<b>1,528</b>	<b>14,940</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%
<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
Palco, Inc.	26	22	23	26	33	39	40	35	31
<b>Total Distinct Clients Served</b>	<b>26</b>	<b>22</b>	<b>23</b>	<b>26</b>	<b>33</b>	<b>39</b>	<b>40</b>	<b>35</b>	<b>31</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Care Assistance

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
A Miracle Home Care	0	0	0	0	0	11	602	436	1,048
AnswerCare LLC	0	0	0	0	0	133	226	167	526
Assisted Care by Black Stone of CIN	0	0	0	0	0	59	223	197	478
Extended Family Home Health Services	0	0	0	0	0	0	911	1,335	2,246
First Community Health Services, LLC	98	163	147	124	143	184	153	82	1,092
Gabriels Angels Homecare, LLC	2,031	1,738	1,865	1,509	1,512	1,438	1,766	1,675	13,533
Heavenly Helpers	70	0	0	0	0	0	0	0	70
Katys Home Health Care LLC	2,642	2,305	2,275	2,183	2,207	1,701	0	0	13,314
Senior Helpers of Dayton	4	202	213	487	248	319	254	182	1,908
<b>Total Billable Units</b>	<b>4,845</b>	<b>4,407</b>	<b>4,501</b>	<b>4,302</b>	<b>4,109</b>	<b>3,844</b>	<b>4,134</b>	<b>4,073</b>	<b>34,215</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
A Miracle Home Care	0	0	0	0	0	0.27%	14.55%	10.69%	
AnswerCare LLC	0	0	0	0	0	3.45%	5.46%	4.10%	
Assisted Care by Black Stone of CIN	0	0	0	0	0	1.53%	5.38%	4.83%	
Extended Family Home Health Services	0	0	0	0	0	0	22.05%	32.77%	
First Community Health Services, LLC	2.01%	3.69%	3.27%	2.88%	3.48%	4.77%	3.70%	2.01%	
Gabriels Angels Homecare, LLC	41.92%	39.43%	41.44%	35.07%	36.80%	37.40%	42.72%	41.12%	
Heavenly Helpers	1.44%	0	0	0	0	0	0	0	
Katys Home Health Care LLC	54.54%	52.31%	50.55%	50.74%	53.70%	44.26%	0	0	
Senior Helpers of Dayton	0.08%	4.57%	4.74%	11.31%	6.02%	8.31%	6.14%	4.47%	
<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
A Miracle Home Care	0	0	0	0	0	5	34	25	21
AnswerCare LLC	0	0	0	0	0	10	9	6	8
Assisted Care by Black Stone of CIN	0	0	0	0	0	11	11	9	10
Extended Family Home Health Services	0	0	0	0	0	0	55	65	60
First Community Health Services, LLC	7	9	5	4	4	4	4	4	5
Gabriels Angels Homecare, LLC	137	130	116	122	102	94	106	99	113
Heavenly Helpers	13	0	0	0	0	0	0	0	13
Katys Home Health Care LLC	116	103	98	97	97	86	0	0	100
Senior Helpers of Dayton	3	15	20	23	14	9	8	5	12
<b>Total Distinct Clients Served</b>	<b>276</b>	<b>257</b>	<b>239</b>	<b>246</b>	<b>217</b>	<b>219</b>	<b>227</b>	<b>213</b>	<b>45</b>



# Provider Quality Report: Service Metrics

Clinton 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.	633	677	738	711	720	674	643	647	5,441
<b>Total Billable Units</b>	<b>633</b>	<b>677</b>	<b>738</b>	<b>711</b>	<b>720</b>	<b>674</b>	<b>643</b>	<b>647</b>	<b>5,441</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%
<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
Guardian Medical Monitoring, Inc.	220	230	256	266	252	236	229	236	241
<b>Total Distinct Clients Served</b>	<b>220</b>	<b>230</b>	<b>256</b>	<b>266</b>	<b>252</b>	<b>236</b>	<b>229</b>	<b>236</b>	<b>241</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Home Delivered Meals

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	7,902	7,917	8,278	8,693	8,763	8,212	8,316	7,577	65,658
Mayerson JCC (Jewish Community Center)	0	0	0	63	28	0	0	0	91
Meals on Wheels of SW Ohio and Northern Kentucky	2,812	3,259	3,196	3,527	4,315	4,501	5,600	4,909	32,119
<b>Total Billable Units</b>	<b>10,714</b>	<b>11,176</b>	<b>11,474</b>	<b>12,283</b>	<b>13,106</b>	<b>12,713</b>	<b>13,916</b>	<b>12,486</b>	<b>97,868</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Clinton County Community Action Program	73.75%	70.84%	72.15%	70.77%	66.86%	64.60%	59.76%	60.68%	
Mayerson JCC (Jewish Community Center)	0	0	0	0.51%	0.21%	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	26.25%	29.16%	27.85%	28.71%	32.92%	35.40%	40.24%	39.32%	
<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
Clinton County Community Action Program	117	118	119	131	135	123	130	107	123
Mayerson JCC (Jewish Community Center)	0	0	0	1	1	0	0	0	1
Meals on Wheels of SW Ohio and Northern Kentucky	51	59	56	59	67	80	93	78	68
<b>Total Distinct Clients Served</b>	<b>168</b>	<b>177</b>	<b>175</b>	<b>191</b>	<b>203</b>	<b>203</b>	<b>223</b>	<b>185</b>	<b>85</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Medical Equipment

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Bernens Medical	7	1	3	3	0	3	4	3	24
Home First	10	6	18	10	5	6	5	8	68
Janz Medical Supply	0	0	1	5	0	0	11	9	26
Stateline Medical Equipment	0	0	0	4	0	1	1	0	6
<b>Total Billable Units</b>	<b>17</b>	<b>7</b>	<b>22</b>	<b>22</b>	<b>5</b>	<b>10</b>	<b>21</b>	<b>20</b>	<b>124</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Bernens Medical	41.18%	14.29%	13.64%	13.64%	0	30.00%	19.05%	15.00%	
Home First	58.82%	85.71%	81.82%	45.45%	100.00%	60.00%	23.81%	40.00%	
Janz Medical Supply	0	0	4.55%	22.73%	0	0	52.38%	45.00%	
Stateline Medical Equipment	0	0	0	18.18%	0	10.00%	4.76%	0	
<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
Bernens Medical	6	1	2	2	0	1	1	2	2
Home First	10	6	13	9	5	5	5	8	8
Janz Medical Supply	0	0	1	2	0	0	9	7	5
Stateline Medical Equipment	0	0	0	3	0	1	1	0	2
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>7</b>	<b>16</b>	<b>16</b>	<b>5</b>	<b>7</b>	<b>16</b>	<b>17</b>	<b>5</b>



# Provider Quality Report: Service Metrics

Clinton County ESP

## Home Modification

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	2	0	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	1	0	0	1
Home First	1	4	1	9	7	7	2	4	35
Stateline Medical Equipment	0	0	0	0	1	1	1	0	3
Tri-State Maintenance	0	0	1	0	1	1	0	0	3
<b>Total Billable Units</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>44</b>

Market Share								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	40.00%	0
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	10.00%	0	0
Home First	100.00%	100.00%	50.00%	100.00%	77.78%	70.00%	40.00%	100.00%
Stateline Medical Equipment	0	0	0	0	11.11%	10.00%	20.00%	0
Tri-State Maintenance	0	0	50.00%	0	11.11%	10.00%	0	0
<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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	2	0	2
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	1	0	0	1
Home First	1	4	1	8	4	7	2	3	4
Stateline Medical Equipment	0	0	0	0	1	1	1	0	1
Tri-State Maintenance	0	0	1	0	1	1	0	0	1
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>2</b>



# Provider Quality Report: Service Metrics

Clinton 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	0	0	0	1	0	0	0	1
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

Market Share								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	0	0	0	0	100.00%	0	0	0
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</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	0	0	0	1	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

Clinton 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	2	1	3	0	0	0	0	0	6
<b>Total Billable Units</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</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%	0	0	0	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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	1	1	1	0	0	0	0	0	1
<b>Total Distinct Clients Served</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>



# Provider Quality Report: Service Metrics

## Clinton County ESP

### Transportation

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	22	8	18	12	2	12	22	14	110
Meda-Care Transportation, Inc.	6	6	18	8	16	4	0	0	58
Valley Transport LLC	1	0	0	1	0	2	0	4	8
Warren County Community Service	34	23	25	21	31	44	38	74	290
<b>Total Billable Units</b>	<b>63</b>	<b>37</b>	<b>61</b>	<b>42</b>	<b>49</b>	<b>62</b>	<b>60</b>	<b>92</b>	<b>466</b>

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Clinton County Community Action Program	34.92%	21.62%	29.51%	28.57%	4.08%	19.35%	36.67%	15.22%	
Meda-Care Transportation, Inc.	9.52%	16.22%	29.51%	19.05%	32.65%	6.45%	0	0	
Valley Transport LLC	1.59%	0	0	2.38%	0	3.23%	0	4.35%	
Warren County Community Service	53.97%	62.16%	40.98%	50.00%	63.27%	70.97%	63.33%	80.43%	
<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
Clinton County Community Action Program	8	4	7	4	1	2	6	5	5
Meda-Care Transportation, Inc.	2	3	4	3	2	2	0	0	3
Valley Transport LLC	1	0	0	1	0	2	0	1	1
Warren County Community Service	5	5	5	4	7	7	6	8	6
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>4</b>



# Provider Quality Report: Satisfaction Metrics

## Clinton County ESP

### Clinton 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 Miracle Home Care	0	0	0	0	0	0	4	6
AnswerCare LLC	0	0	0	0	0	0	1	0
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	1	4
Extended Family Home Health Services	0	0	0	0	0	0	5	26
First Community Health Services, LLC	1	0	1	2	0	1	2	1
Gabriels Angels Homecare, LLC	35	47	42	34	37	34	35	31
Heavenly Helpers	4	0	0	0	0	0	0	0
Katys Home Health Care LLC	40	36	31	36	30	22	0	0
Senior Helpers of Dayton	0	1	2	7	4	2	4	2

Home Delivered Meals								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	41	36	29	41	32	34	30	40
Meals on Wheels of SW Ohio and Northern Kentucky	10	16	9	22	29	18	13	22

Medical Transportation								
	2024	2024	2024	2025	2025		2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q	Q4	Q1
Clinton County Community Action Program	2	2	0	1	1	0	0	2
Meda-Care Transportation, Inc.	0	0	0	1	1	0	0	0
Valley Transport LLC	1	0	0	0	0	0	0	0
Warren County Community Service	1	3	1	1	2	0	1	2



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

Clinton 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 Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	93.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	40.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	90.0%	90.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	94.0%	95.1%
First Community Health Services, LLC	100.0%	No Data	100.0%	90.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	97.3%	94.7%	93.6%	90.5%	92.2%	95.3%	95.1%	95.1%
Heavenly Helpers	92.5%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	95.9%	91.9%	90.6%	94.4%	94.6%	91.7%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	95.0%	85.7%	65.0%	95.0%	95.0%	95.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	80.0%	94.4%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	92.9%	84.8%	94.3%	94.1%	97.1%	96.8%
Heavenly Helpers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	97.2%	96.8%	97.2%	93.3%	95.2%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	71.4%	75.0%	50.0%	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	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	91.3%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	97.0%	97.9%	95.2%	88.2%	91.7%	100.0%	94.3%	96.8%
Heavenly Helpers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	97.1%	96.8%	91.7%	89.7%	86.4%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	71.4%	75.0%	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>

## Clinton County ESP

### Home Care Assistance SASI Scores

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 Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	92.3%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	88.6%	85.1%	81.0%	82.4%	75.7%	73.5%	91.4%	90.3%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	77.5%	58.3%	61.3%	72.2%	80.0%	68.2%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	100.0%	25.0%	100.0%	75.0%	50.0%

Do you like the way your aide treats you?								
Historical Average: 97.0%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	97.2%	96.8%	100.0%	100.0%	100.0%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 3.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
First Community Health Services, LLC	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	97.9%	100.0%	100.0%	97.3%	100.0%	97.1%	96.7%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	97.2%	93.5%	100.0%	96.7%	100.0%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	100.0%	75.0%	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>

Clinton County ESP

## Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 3.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	80.0%	96.2%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	95.7%	95.2%	100.0%	94.4%	97.1%	94.3%	100.0%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	95.0%	94.4%	80.6%	88.9%	96.7%	90.5%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 3.0%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	94.6%	97.1%	97.1%	100.0%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	97.2%	93.5%	97.2%	100.0%	100.0%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	50.0%	85.7%	75.0%	100.0%	100.0%	100.0%

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 Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	84.2%
First Community Health Services, LLC	100.0%	No Data	100.0%	50.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	90.3%	83.0%	81.0%	78.8%	82.4%	94.1%	90.9%	80.6%
Heavenly Helpers	75.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	91.9%	93.8%	93.3%	100.0%	96.6%	90.0%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	71.4%	75.0%	100.0%	75.0%	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>

Clinton County ESP

## Home Care Assistance SASI Scores

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 Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	83.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	96.2%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	97.1%	91.5%	97.6%	85.3%	94.6%	100.0%	94.3%	93.5%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	97.4%	91.7%	96.7%	100.0%	96.7%	95.5%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	85.7%	25.0%	100.0%	100.0%	100.0%

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 Miracle Home Care	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	96.0%
First Community Health Services, LLC	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	95.7%	92.9%	85.3%	97.2%	97.1%	97.1%	96.7%
Heavenly Helpers	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Katys Home Health Care LLC	97.5%	94.4%	96.8%	97.1%	96.6%	90.9%	No Data	No Data
Senior Helpers of Dayton	No Data	100.0%	100.0%	71.4%	75.0%	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>

## Clinton 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
Clinton County Community Action Program	97.8%	98.2%	99.1%	98.2%	98.4%	98.5%	99.6%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.3%	94.5%	100.0%	99.4%	98.7%	97.9%	98.1%	95.4%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	93.8%	100.0%	100.0%	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
Clinton County Community Action Program	90.0%	94.4%	96.6%	97.6%	93.8%	100.0%	100.0%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	93.3%	100.0%	100.0%	96.4%	88.9%	92.3%	90.9%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	97.1%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%

<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>

## Clinton County ESP

### Home Delivered Meals SASI Scores

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
Clinton County Community Action Program	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	90.9%

Do you have a good choice of meals?								
Historical Average: 93.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.8%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	97.5%	97.2%	100.0%	95.1%	93.8%	87.9%	100.0%	95.0%
Meals on Wheels of SW Ohio and Northern Kentucky	80.0%	81.3%	100.0%	95.5%	96.6%	100.0%	92.3%	95.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.8%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	96.7%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	90.0%	93.8%	100.0%	100.0%	100.0%	94.4%	100.0%	95.5%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	97.6%	100.0%	96.6%	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%	95.5%

<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>

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

Can you depend on your transportation service?								
Historical Average: 96.1%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.3%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.4%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.5%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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>

## Clinton County ESP

### Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Do you like the way your driver treats you?								
Historical Average: 98.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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>

## Clinton County ESP

### Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 4.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	0.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	50.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data
Valley Transport LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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

## Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 134 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 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

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