



Hamilton County



Provider Quality Report

Quarter 1, 2026



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Provider Quality Report: Introduction

Hamilton County ESP

General Information:

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

Billable Unit Conversions:

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

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



Provider Quality Report: Provider Activity

Hamilton County ESP

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

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

Hamilton 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	431	381	325	259	227	167	206	196	2,190
Bayley Life ADC	669	596	549	484	570	609	580	560	4,615
Day Share Senior Services	97	90	90	62	50	40	48	33	509
Lincoln Heights Outreach Inc.	249	254	242	191	188	173	164	129	1,588
Northwest Adult Services Pioneer Home Healthcare	27	26	31	31	27	10	0	0	152
Restoration Adult Day Services, LLC	0	0	0	0	24	57	78	60	218
Vebcom LLC	0	0	0	0	0	0	0	1	1
Total Billable Units	1,472	1,346	1,236	1,027	1,085	1,055	1,075	978	9,272

Market Share									
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	Total Market Share
Active Day of Cincinnati	29.26%	28.31%	26.29%	25.23%	20.89%	15.78%	19.13%	20.05%	
Bayley Life ADC	45.46%	44.24%	44.38%	47.10%	52.56%	57.73%	53.93%	57.24%	
Day Share Senior Services	6.56%	6.65%	7.28%	6.04%	4.56%	3.79%	4.47%	3.38%	
Lincoln Heights Outreach Inc.	16.89%	18.87%	19.54%	18.61%	17.34%	16.40%	15.22%	13.15%	
Northwest Adult Services Pioneer Home Healthcare	1.83%	1.93%	2.51%	3.02%	2.49%	0.95%	0	0	
Restoration Adult Day Services, LLC	0	0	0	0	2.17%	5.36%	7.26%	6.09%	
Vebcom LLC	0	0	0	0	0	0	0	0.10%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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	15	17	15	13	13	10	12	14	14
Bayley Life ADC	30	26	23	26	25	24	26	32	27
Day Share Senior Services	5	4	4	4	2	3	3	4	4
Lincoln Heights Outreach Inc.	9	7	7	7	8	7	7	6	7
Northwest Adult Services Pioneer Home Healthcare	1	2	2	1	1	1	0	0	1
Restoration Adult Day Services, LLC	0	0	0	0	4	5	4	4	4
Vebcom LLC	0	0	0	0	0	0	0	1	1
Total Distinct Clients Served	60	56	51	51	53	50	52	61	10



Provider Quality Report: Service Metrics

Hamilton 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.	45,159	38,239	37,489	27,716	29,871	27,350	24,540	15,905	246,269
Total Billable Units	45,159	38,239	37,489	27,716	29,871	27,350	24,540	15,905	246,269

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

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.	435	440	428	399	389	351	339	320	388
Total Distinct Clients Served	435	440	428	399	389	351	339	320	388



Provider Quality Report: Service Metrics

Hamilton 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.	630	524	722	750	948	945	934	933	6,385
A Miracle Home Care	36,967	34,310	34,162	31,687	32,242	31,323	32,440	32,672	265,803
Always There Healthcare LLC	2,277	1,985	2,053	1,544	1,560	1,664	1,821	1,835	14,738
Amaramedical Health Care Services, Inc.	4,117	4,254	4,201	3,893	3,599	3,779	3,555	3,384	30,780
Assisted Care by Black Stone of CIN	3,703	3,755	3,834	3,587	3,726	3,576	3,293	2,714	28,188
Comfort and Care Home Health Agency, Inc.	303	286	231	235	203	30	5	9	1,301
Day Share Senior Services	368	374	395	325	474	604	592	669	3,799
Eastern Personnel Services, Inc.	621	761	1,188	988	1,055	1,848	1,093	614	8,167
Hillebrand Home Health	2,629	2,690	2,444	2,061	1,980	1,921	1,754	1,633	17,112
Interim Healthcare of Cincinnati Homestyles	3,085	3,168	3,011	2,474	2,436	2,266	2,015	1,219	19,673
LCD Home Health Agency	914	897	1,004	971	1,003	801	635	1,035	7,258
Nova Home Care	5,572	4,951	4,589	4,265	4,027	4,243	4,779	4,654	37,079
Prime Home Care, LLC	164	322	480	412	386	463	490	531	3,247
Quality Care	5,467	5,649	5,851	5,073	4,517	4,320	3,647	3,112	37,636
Right at Home	2,256	2,421	2,317	2,112	2,164	2,230	2,130	1,874	17,502
SH of Southern Ohio LLC	2,158	3,067	3,111	2,895	3,075	2,636	2,873	3,840	23,654
Superior Home Care, Inc.	4,806	4,974	4,809	4,090	4,104	3,952	3,915	3,738	34,388
Western Hills Home Care	990	1,101	1,017	765	837	828	852	840	7,229
Total Billable Units	77,023	75,484	75,416	68,126	68,335	67,426	66,822	65,304	563,935

Market Share								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	0.82%	0.69%	0.96%	1.10%	1.39%	1.40%	1.40%	1.43%
A Miracle Home Care	47.99%	45.45%	45.30%	46.51%	47.18%	46.46%	48.55%	50.03%
Always There Healthcare LLC	2.96%	2.63%	2.72%	2.27%	2.28%	2.47%	2.72%	2.81%
Amaramedical Health Care Services, Inc.	5.34%	5.63%	5.57%	5.71%	5.27%	5.60%	5.32%	5.18%
Assisted Care by Black Stone of CIN	4.81%	4.97%	5.08%	5.27%	5.45%	5.30%	4.93%	4.16%
Comfort and Care Home Health Agency, Inc.	0.39%	0.38%	0.31%	0.35%	0.30%	0.04%	0.01%	0.01%
Day Share Senior Services	0.48%	0.49%	0.52%	0.48%	0.69%	0.90%	0.89%	1.02%
Eastern Personnel Services, Inc.	0.81%	1.01%	1.57%	1.45%	1.54%	2.74%	1.63%	0.94%
Hillebrand Home Health	3.41%	3.56%	3.24%	3.03%	2.90%	2.85%	2.62%	2.50%
Interim Healthcare of Cincinnati Homestyles	4.00%	4.20%	3.99%	3.63%	3.56%	3.36%	3.02%	1.87%
LCD Home Health Agency	1.19%	1.19%	1.33%	1.43%	1.47%	1.19%	0.95%	1.58%
Nova Home Care	7.23%	6.56%	6.08%	6.26%	5.89%	6.29%	7.15%	7.13%
Prime Home Care, LLC	0.21%	0.43%	0.64%	0.60%	0.56%	0.69%	0.73%	0.81%
Quality Care	7.10%	7.48%	7.76%	7.45%	6.61%	6.41%	5.46%	4.77%
Right at Home	2.93%	3.21%	3.07%	3.10%	3.17%	3.31%	3.19%	2.87%
SH of Southern Ohio LLC	2.80%	4.06%	4.12%	4.25%	4.50%	3.91%	4.30%	5.88%
Superior Home Care, Inc.	6.24%	6.59%	6.38%	6.00%	6.01%	5.86%	5.86%	5.72%
Western Hills Home Care	1.29%	1.46%	1.35%	1.12%	1.23%	1.23%	1.27%	1.29%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

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.	13	14	21	22	28	28	23	31	23
A Miracle Home Care	942	915	922	881	852	851	938	980	910
Always There Healthcare LLC	65	59	56	53	51	53	57	60	57
Amaramedical Health Care Services, Inc.	105	115	107	100	92	98	93	99	101
Assisted Care by Black Stone of CIN	99	96	95	93	91	87	79	69	89
Comfort and Care Home Health Agency, Inc.	5	5	3	3	3	2	2	1	3
Day Share Senior Services	8	8	9	10	12	16	16	17	12
Eastern Personnel Services, Inc.	19	35	50	41	40	48	41	30	38
Hillebrand Home Health	60	58	53	50	48	46	43	40	50
Interim Healthcare of Cincinnati Homestyles	84	89	83	76	69	63	57	51	72
LCD Home Health Agency	23	23	23	25	26	21	24	23	24
Nova Home Care	115	110	103	95	92	105	111	110	105
Prime Home Care, LLC	3	11	11	11	12	22	13	13	12
Quality Care	166	163	148	140	131	117	113	92	134
Right at Home	78	82	73	70	66	66	61	54	69
SH of Southern Ohio LLC	83	112	94	100	108	108	111	156	109
Superior Home Care, Inc.	172	157	138	125	118	120	121	124	134
Western Hills Home Care	30	30	29	22	23	23	25	26	26
Total Distinct Clients Served	2,070	2,082	2,018	1,917	1,862	1,874	1,928	1,976	109



Provider Quality Report: Service Metrics

Hamilton 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.	6,369	6,176	5,910	5,549	5,420	5,088	5,026	5,069	44,607
Total Billable Units	6,369	6,176	5,910	5,549	5,420	5,088	5,026	5,069	44,607

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

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.	2,206	2,124	2,083	2,056	1,913	1,821	1,782	1,823	1,976
Total Distinct Clients Served	2,206	2,124	2,083	2,056	1,913	1,821	1,782	1,823	1,976



Provider Quality Report: Service Metrics

Hamilton 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
Deupree Meals on Wheels	15,548	14,967	14,402	13,486	13,227	12,434	12,175	11,692	107,931
Mayerson JCC (Jewish Community Center)	28,671	26,971	27,446	21,421	25,395	24,081	23,909	23,386	201,280
Meals on Wheels of SW Ohio and Northern Kentucky	149,800	143,275	146,118	123,519	127,485	123,096	128,229	117,855	1,059,377
Total Billable Units	194,019	185,213	187,966	158,426	166,107	159,611	164,313	152,933	1,368,588

Market Share								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Deupree Meals on Wheels	8.01%	8.08%	7.66%	8.51%	7.96%	7.79%	7.41%	7.65%
Mayerson JCC (Jewish Community Center)	14.78%	14.56%	14.60%	13.52%	15.29%	15.09%	14.55%	15.29%
Meals on Wheels of SW Ohio and Northern Kentucky	77.21%	77.36%	77.74%	77.97%	76.75%	77.12%	78.04%	77.06%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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
Deupree Meals on Wheels	214	205	200	199	189	181	171	175	192
Mayerson JCC (Jewish Community Center)	420	395	370	347	339	342	343	350	363
Meals on Wheels of SW Ohio and Northern Kentucky	2,187	2,097	1,986	1,885	1,830	1,818	1,799	1,752	1,919
Total Distinct Clients Served	2,821	2,697	2,556	2,431	2,358	2,341	2,313	2,277	825



Provider Quality Report: Service Metrics

Hamilton 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	0	0	0	0	0	0	2	3	5
American Ramp Systems	20	30	24	17	14	14	6	4	129
Bernens Medical	136	130	86	111	104	112	83	52	814
Home First	13	1	5	3	3	15	21	30	91
HomeCare Mattress Inc.	1	2	0	0	0	0	0	0	3
Janz Medical Supply	0	4	8	5	6	0	6	40	69
Stateline Medical Equipment	1	7	0	1	10	2	4	6	31
Total Billable Units	171	174	123	137	137	143	122	135	1,142

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	0	0	1.64%	2.22%	
American Ramp Systems	11.70%	17.24%	19.51%	12.41%	10.22%	9.79%	4.92%	2.96%	
Bernens Medical	79.53%	74.71%	69.92%	81.02%	75.91%	78.32%	68.03%	38.52%	
Home First	7.60%	0.57%	4.07%	2.19%	2.19%	10.49%	17.21%	22.22%	
HomeCare Mattress Inc.	0.58%	1.15%	0	0	0	0	0	0	
Janz Medical Supply	0	2.30%	6.50%	3.65%	4.38%	0	4.92%	29.63%	
Stateline Medical Equipment	0.58%	4.02%	0	0.73%	7.30%	1.40%	3.28%	4.44%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	0	0	1	1	1
American Ramp Systems	10	9	10	6	5	5	2	2	6
Bernens Medical	105	97	65	84	77	91	63	40	78
Home First	12	1	5	3	3	15	19	29	11
HomeCare Mattress Inc.	1	2	0	0	0	0	0	0	2
Janz Medical Supply	0	4	7	3	6	0	6	26	9
Stateline Medical Equipment	1	7	0	1	10	2	4	6	4
Total Distinct Clients Served	129	120	87	97	101	113	95	104	21



Provider Quality Report: Service Metrics

Hamilton 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	5	9	4	21
American Ramp Systems	0	0	1	2	4	5	7	4	23
Arrow Heating Cooling and Home Maintenance, LLC	0	0	2	0	0	0	2	1	5
Custom Home Elevator & Lift Co. Inc.	1	1	1	5	1	3	3	0	15
Home First	0	4	5	9	8	7	3	3	39
HomeCare Mattress Inc.	0	2	0	0	1	0	1	0	4
MedAdapt Ltd.	0	13	9	5	3	9	8	4	51
Stateline Medical Equipment	0	12	6	10	5	10	8	14	65
Tri-State Maintenance	5	16	8	6	5	6	2	2	50
Total Billable Units	6	48	32	37	30	45	43	32	273

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	10.00%	11.11%	20.93%	12.50%
American Ramp Systems	0	0	3.13%	5.41%	13.33%	11.11%	16.28%	12.50%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	6.25%	0	0	0	4.65%	3.13%
Custom Home Elevator & Lift Co. Inc.	16.67%	2.08%	3.13%	13.51%	3.33%	6.67%	6.98%	0
Home First	0	8.33%	15.63%	24.32%	26.67%	15.56%	6.98%	9.38%
HomeCare Mattress Inc.	0	4.17%	0	0	3.33%	0	2.33%	0
MedAdapt Ltd.	0	27.08%	28.13%	13.51%	10.00%	20.00%	18.60%	12.50%
Stateline Medical Equipment	0	25.00%	18.75%	27.03%	16.67%	22.22%	18.60%	43.75%
Tri-State Maintenance	83.33%	33.33%	25.00%	16.22%	16.67%	13.33%	4.65%	6.25%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	4	9	4	5
American Ramp Systems	0	0	1	1	2	2	3	2	2
Arrow Heating Cooling and Home Maintenance, LLC	0	0	1	0	0	0	2	1	1
Custom Home Elevator & Lift Co. Inc.	1	1	1	5	1	3	3	0	2
Home First	0	4	5	8	7	6	3	3	5
HomeCare Mattress Inc.	0	2	0	0	1	0	1	0	1
MedAdapt Ltd.	0	13	9	5	3	9	8	4	7
Stateline Medical Equipment	0	12	6	10	5	10	8	13	9
Tri-State Maintenance	5	16	8	6	5	6	2	2	6
Total Distinct Clients Served	6	48	31	35	25	40	39	29	5



Provider Quality Report: Service Metrics

Hamilton 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
Jewish Family Service	205	86	106	76	31	108	45	76	731
Meals on Wheels of SW Ohio and Northern Kentucky	598	488	497	449	386	338	359	386	3,499
Total Billable Units	803	573	602	525	417	446	404	461	4,230

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Jewish Family Service	25.47%	14.92%	17.52%	14.52%	7.44%	24.24%	11.08%	16.38%	
Meals on Wheels of SW Ohio and Northern Kentucky	74.53%	85.08%	82.48%	85.48%	92.56%	75.76%	88.92%	83.62%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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
Jewish Family Service	16	16	13	12	9	12	10	10	12
Meals on Wheels of SW Ohio and Northern Kentucky	73	77	76	60	58	59	56	70	66
Total Distinct Clients Served	89	93	89	72	67	71	66	80	39



Provider Quality Report: Service Metrics

Hamilton 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	10	3	3	2	1	1	11	4	35
Total Billable Units	10	3	3	2	1	1	11	4	35

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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	10	3	3	2	1	1	11	4	4
Total Distinct Clients Served	10	3	3	2	1	1	11	4	4



Provider Quality Report: Service Metrics

Hamilton 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
All Gone Termite & Pest Control, Inc.	2	0	0	0	0	0	0	0	2
Milts Termite & Pest Control	22	19	18	10	6	16	9	18	118
Total Billable Units	24	19	18	10	6	16	9	18	120

Market Share								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
All Gone Termite & Pest Control, Inc.	8.33%	0	0	0	0	0	0	0
Milts Termite & Pest Control	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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
All Gone Termite & Pest Control, Inc.	1	0	0	0	0	0	0	0	1
Milts Termite & Pest Control	9	8	9	4	4	10	5	9	7
Total Distinct Clients Served	10	8	9	4	4	10	5	9	7



Provider Quality Report: Service Metrics

Hamilton 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
home52 Transportation	11,559	10,428	9,564	7,721	7,858	7,558	7,036	6,450	68,174
Total Billable Units	11,559	10,428	9,564	7,721	7,858	7,558	7,036	6,450	68,174

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
home52 Transportation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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
home52 Transportation	726	720	689	613	625	612	588	578	644
Total Distinct Clients Served	726	720	689	613	625	612	588	578	644



Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton 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.	12	5	7	11	10	6	6	6
A Miracle Home Care	366	413	319	327	282	247	237	295
Always There Healthcare LLC	18	27	27	16	18	23	11	20
Amaramedical Health Care Services, Inc.	33	50	34	26	32	32	25	32
Assisted Care by Black Stone of CIN	37	43	43	35	34	38	26	25
Comfort and Care Home Health Agency, Inc.	2	2	2	1	0	0	1	0
Day Share Senior Services	3	5	1	0	2	1	1	3
Eastern Personnel Services, Inc.	5	8	18	13	6	11	11	11
Hillebrand Home Health	19	23	18	15	13	15	8	14
Interim Healthcare of Cincinnati Homestyles	33	43	27	35	28	26	18	19
LCD Home Health Agency	6	6	13	4	7	7	11	8
Nova Home Care	42	49	31	28	37	25	28	22
Prime Home Care, LLC	2	1	4	5	4	7	6	4
Quality Care	61	59	68	59	45	40	34	26
Right at Home	27	29	24	25	22	18	20	18
SH of Southern Ohio LLC	26	42	37	34	32	30	30	39
Superior Home Care, Inc.	53	67	51	51	32	38	32	32
Western Hills Home Care	14	13	12	3	7	9	6	8

Home Delivered Meals								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Deupree Meals on Wheels	85	99	68	59	54	42	31	47
Mayerson JCC (Jewish Community Center)	123	144	117	129	132	102	86	97
Meals on Wheels of SW Ohio and Northern Kentucky	748	826	674	612	562	516	474	472

Medical Transportation								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	38	11	6	7	12	0	3	0
A-List Cleaning & Transportation	21	5	1	3	5	4	11	5
Bethesda Medical Transportation	25	12	10	25	27	9	6	27
Cincinnati Medical Transportation	0	1	0	0	0	0	0	0
Elite Xpress Transportation LLC	19	3	3	0	5	1	2	7
I Care Transportation LLC	16	2	2	8	18	6	3	7
LCD Agency Services	16	7	7	4	9	3	0	6
Meals on Wheels of SW Ohio and N. KY (CASS)	9	4	9	31	17	1	29	8
Meda-Care Transportation, Inc.	2	0	1	6	5	0	9	3
Ny's Transportation	2	1	0	0	0	0	1	0
Premier Transportation Solutions	1	8	2	3	2	0	0	0
Queen City Medical Transport	3	1	1	2	5	0	1	2
R Chappell Transportation	4	1	2	4	5	2	4	4
Redwood/Easterseals	2	1	0	0	0	0	0	0
Shaddai Transportation LLC	10	14	2	9	17	8	4	21
T & R Transportation	2	4	2	2	10	0	0	7
Timmons Tender Care	7	0	4	6	13	4	1	0
Traveling Seniors Transportation	8	4	1	3	7	3	1	0
Up and Walk Transportation	0	0	4	4	3	0	0	5



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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.	98.9%	94.0%	95.7%	100.0%	89.4%	83.0%	100.0%	100.0%
A Miracle Home Care	96.7%	96.7%	96.8%	95.7%	96.6%	96.9%	97.9%	96.5%
Always There Healthcare LLC	93.0%	98.4%	93.9%	98.8%	91.2%	95.1%	100.0%	99.0%
Amaramedical Health Care Services, Inc.	92.4%	92.0%	97.0%	90.2%	94.3%	94.9%	99.2%	97.4%
Assisted Care by Black Stone of CIN	94.4%	93.9%	98.5%	96.7%	97.4%	96.2%	98.8%	99.0%
Comfort and Care Home Health Agency, Inc.	95.0%	50.0%	100.0%	100.0%	No Data	No Data	50.0%	No Data
Day Share Senior Services	100.0%	98.0%	100.0%	No Data	60.0%	100.0%	90.0%	100.0%
Eastern Personnel Services, Inc.	64.0%	91.1%	81.5%	78.0%	83.3%	87.5%	87.3%	66.2%
Hillebrand Home Health	98.9%	97.7%	99.2%	97.3%	96.8%	93.2%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	95.7%	99.0%	98.5%	96.0%	98.1%	94.4%	100.0%	100.0%
LCD Home Health Agency	95.8%	98.3%	98.5%	100.0%	96.9%	98.3%	100.0%	100.0%
Nova Home Care	93.6%	98.9%	97.7%	93.0%	95.7%	98.8%	94.9%	93.0%
Prime Home Care, LLC	95.0%	90.0%	100.0%	98.0%	90.0%	82.9%	70.0%	100.0%
Quality Care	95.8%	94.5%	94.3%	91.2%	97.7%	96.7%	96.1%	97.7%
Right at Home	94.4%	95.1%	93.1%	92.8%	86.9%	98.3%	95.4%	94.8%
SH of Southern Ohio LLC	97.4%	96.3%	91.0%	93.6%	96.7%	79.6%	94.4%	97.8%
Superior Home Care, Inc.	96.2%	99.2%	98.3%	96.6%	99.0%	97.8%	97.5%	97.7%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%

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%	100.0%	90.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.6%	97.3%	97.3%	96.9%	95.9%	95.2%	96.9%	96.7%
Always There Healthcare LLC	100.0%	95.7%	92.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	93.1%	90.9%	94.1%	88.9%	93.5%	96.8%	100.0%	96.7%
Assisted Care by Black Stone of CIN	100.0%	85.7%	100.0%	92.9%	100.0%	93.8%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	87.5%	77.8%	75.0%	83.3%	80.0%	81.8%	62.5%
Hillebrand Home Health	100.0%	95.2%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.8%	100.0%	96.0%	100.0%	100.0%	95.7%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	94.9%	100.0%	100.0%	95.7%	96.9%	100.0%	95.2%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%
Quality Care	98.2%	94.4%	95.2%	94.1%	100.0%	100.0%	100.0%	100.0%
Right at Home	100.0%	100.0%	100.0%	96.0%	90.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	95.5%	100.0%	93.8%	92.6%	100.0%	79.2%	92.9%	100.0%
Superior Home Care, Inc.	97.6%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
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%	100.0%	88.9%	100.0%	100.0%	100.0%
A Miracle Home Care	97.5%	97.3%	98.3%	96.5%	97.7%	97.3%	96.5%	97.0%
Always There Healthcare LLC	94.1%	95.7%	96.2%	100.0%	88.9%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	96.4%	86.4%	93.5%	90.5%	93.8%	93.3%	100.0%	96.6%
Assisted Care by Black Stone of CIN	85.2%	85.7%	97.0%	92.3%	100.0%	93.8%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	87.5%	77.8%	66.7%	83.3%	80.0%	81.8%	66.7%
Hillebrand Home Health	100.0%	100.0%	92.3%	81.8%	100.0%	92.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.8%	97.6%	100.0%	100.0%	100.0%	91.3%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%
Nova Home Care	87.2%	100.0%	100.0%	87.0%	90.3%	100.0%	85.7%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%
Quality Care	98.1%	96.1%	98.4%	96.0%	97.6%	100.0%	96.9%	100.0%
Right at Home	100.0%	100.0%	100.0%	96.0%	89.5%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	95.0%	97.1%	91.4%	96.2%	96.7%	76.9%	89.7%	94.3%
Superior Home Care, Inc.	97.7%	98.3%	100.0%	97.8%	96.3%	97.0%	100.0%	96.7%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	100.0%	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%
A Miracle Home Care	92.8%	91.9%	93.9%	90.7%	92.9%	92.6%	96.2%	92.8%
Always There Healthcare LLC	88.2%	96.3%	88.9%	93.8%	94.4%	91.3%	100.0%	94.7%
Amaramedical Health Care Services, Inc.	93.5%	93.8%	97.1%	96.2%	90.6%	93.8%	100.0%	96.9%
Assisted Care by Black Stone of CIN	94.6%	88.4%	100.0%	91.4%	94.1%	94.6%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data
Day Share Senior Services	100.0%	80.0%	100.0%	No Data	0.0%	100.0%	0.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	87.5%	76.5%	69.2%	66.7%	81.8%	81.8%	40.0%
Hillebrand Home Health	94.7%	90.9%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.0%	95.1%	96.2%	88.2%	100.0%	88.5%	100.0%	100.0%
LCD Home Health Agency	83.3%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Nova Home Care	90.5%	98.0%	90.0%	85.7%	91.9%	91.7%	96.4%	90.9%
Prime Home Care, LLC	50.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%
Quality Care	83.6%	87.9%	89.4%	83.1%	95.6%	95.0%	90.9%	96.2%
Right at Home	74.1%	79.3%	73.9%	80.0%	77.3%	83.3%	85.0%	88.2%
SH of Southern Ohio LLC	96.2%	87.8%	91.9%	94.1%	90.3%	55.2%	85.7%	94.9%
Superior Home Care, Inc.	92.3%	95.4%	98.0%	94.1%	96.9%	97.4%	96.9%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

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%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	90.0%	83.3%	100.0%	100.0%
A Miracle Home Care	99.7%	99.3%	99.0%	98.5%	99.3%	100.0%	99.6%	98.3%
Always There Healthcare LLC	100.0%	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	93.9%	98.0%	97.1%	92.3%	96.9%	96.9%	96.0%	96.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	80.0%	100.0%	94.4%	92.3%	100.0%	100.0%	100.0%	90.0%
Hillebrand Home Health	94.7%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.0%	100.0%	100.0%	94.1%	100.0%	96.2%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	96.8%	96.4%	97.3%	100.0%	100.0%	95.5%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%
Quality Care	98.4%	98.3%	100.0%	96.6%	97.8%	97.5%	100.0%	100.0%
Right at Home	100.0%	96.6%	95.8%	96.0%	90.9%	100.0%	100.0%	94.4%
SH of Southern Ohio LLC	100.0%	100.0%	91.9%	97.1%	100.0%	93.1%	100.0%	100.0%
Superior Home Care, Inc.	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 3.4%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	80.0%	100.0%	100.0%	90.0%	83.3%	100.0%	100.0%
A Miracle Home Care	97.3%	97.1%	96.5%	96.6%	98.2%	95.5%	98.3%	96.6%
Always There Healthcare LLC	94.1%	100.0%	96.3%	100.0%	94.4%	91.3%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	93.9%	98.0%	100.0%	88.5%	96.9%	96.9%	100.0%	96.9%
Assisted Care by Black Stone of CIN	97.3%	100.0%	100.0%	97.1%	97.1%	100.0%	96.2%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	87.5%	83.3%	76.9%	100.0%	90.0%	100.0%	80.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	92.3%	93.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.1%	100.0%	96.8%	96.4%	97.3%	100.0%	96.4%	86.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%
Quality Care	98.4%	98.3%	91.0%	89.8%	97.8%	95.0%	97.1%	100.0%
Right at Home	88.9%	96.4%	95.7%	92.0%	90.9%	100.0%	90.0%	88.9%
SH of Southern Ohio LLC	100.0%	97.6%	91.9%	94.1%	100.0%	82.8%	96.4%	100.0%
Superior Home Care, Inc.	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 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%	100.0%	90.0%	80.0%	100.0%	100.0%
A Miracle Home Care	97.0%	97.8%	95.9%	96.6%	97.2%	98.8%	98.3%	97.6%
Always There Healthcare LLC	88.9%	96.3%	100.0%	100.0%	94.4%	95.5%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	90.0%	100.0%	92.3%	93.8%	96.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	97.7%	100.0%	97.1%	97.1%	97.4%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	100.0%	88.9%	92.3%	83.3%	100.0%	90.9%	81.8%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	90.9%	100.0%	100.0%	97.1%	100.0%	96.2%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	97.6%	100.0%	100.0%	100.0%	97.3%	100.0%	96.4%	95.5%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%
Quality Care	98.4%	93.2%	98.5%	89.8%	100.0%	97.5%	94.1%	96.2%
Right at Home	100.0%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%
SH of Southern Ohio LLC	96.2%	95.2%	94.6%	94.1%	100.0%	96.6%	96.7%	97.4%
Superior Home Care, Inc.	98.1%	100.0%	98.0%	96.1%	100.0%	97.3%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2024 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%	100.0%	100.0%	83.3%	100.0%	100.0%
A Miracle Home Care	97.8%	98.3%	97.5%	96.6%	96.8%	99.2%	98.7%	99.0%
Always There Healthcare LLC	94.4%	100.0%	96.3%	100.0%	94.4%	95.7%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	94.0%	100.0%	92.3%	96.9%	96.9%	96.0%	96.9%
Assisted Care by Black Stone of CIN	97.3%	97.7%	100.0%	100.0%	97.1%	97.4%	96.2%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	80.0%	100.0%	83.3%	92.3%	83.3%	90.9%	90.9%	90.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.9%	100.0%	96.3%	97.1%	96.4%	92.3%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	90.9%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%
Quality Care	100.0%	98.3%	100.0%	93.2%	100.0%	97.4%	97.1%	100.0%
Right at Home	96.3%	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%
SH of Southern Ohio LLC	100.0%	97.6%	94.4%	97.1%	100.0%	96.6%	100.0%	97.4%
Superior Home Care, Inc.	96.2%	100.0%	98.0%	98.0%	100.0%	97.3%	96.9%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another								
Historical Average: 90.3%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.0%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	88.9%	100.0%	100.0%	100.0%	75.0%	50.0%	100.0%	100.0%
A Miracle Home Care	96.8%	97.2%	98.3%	97.8%	96.2%	95.0%	98.2%	98.0%
Always There Healthcare LLC	93.8%	100.0%	84.0%	100.0%	78.6%	95.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	86.7%	90.9%	96.9%	88.9%	93.5%	93.1%	100.0%	96.4%
Assisted Care by Black Stone of CIN	77.3%	93.5%	93.3%	96.2%	100.0%	93.3%	100.0%	90.5%
Comfort and Care Home Health Agency, Inc.	100.0%	0.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	85.7%	77.8%	69.2%	83.3%	88.9%	81.8%	55.6%
Hillebrand Home Health	100.0%	95.0%	100.0%	91.7%	91.7%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.7%	97.6%	100.0%	92.6%	92.0%	95.7%	100.0%	100.0%
LCD Home Health Agency	75.0%	83.3%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Nova Home Care	91.9%	95.2%	100.0%	90.0%	96.6%	100.0%	89.5%	94.1%
Prime Home Care, LLC	100.0%	0.0%	100.0%	80.0%	75.0%	85.7%	66.7%	100.0%
Quality Care	98.1%	94.2%	93.4%	91.8%	95.0%	97.1%	96.9%	100.0%
Right at Home	100.0%	96.3%	95.0%	88.0%	89.5%	100.0%	94.4%	87.5%
SH of Southern Ohio LLC	94.7%	97.3%	84.8%	85.2%	89.3%	72.0%	96.2%	93.9%
Superior Home Care, Inc.	97.6%	100.0%	95.1%	87.8%	100.0%	94.1%	100.0%	96.2%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 6.4%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%
A Miracle Home Care	96.1%	95.1%	95.6%	93.1%	96.1%	96.7%	98.7%	92.9%
Always There Healthcare LLC	82.4%	100.0%	92.6%	93.8%	94.4%	91.3%	100.0%	95.0%
Amaramedical Health Care Services, Inc.	90.9%	90.0%	94.1%	88.5%	93.8%	90.6%	100.0%	96.9%
Assisted Care by Black Stone of CIN	94.6%	95.3%	97.6%	100.0%	94.1%	94.7%	96.0%	100.0%
Comfort and Care Home Health Agency, Inc.	50.0%	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data
Day Share Senior Services	100.0%	100.0%	100.0%	No Data	0.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	60.0%	87.5%	77.8%	61.5%	66.7%	72.7%	81.8%	45.5%
Hillebrand Home Health	100.0%	95.5%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	93.9%	100.0%	96.3%	93.9%	96.4%	92.3%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	92.9%	98.0%	93.5%	85.7%	97.3%	100.0%	92.9%	86.4%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%
Quality Care	88.3%	89.5%	84.8%	88.1%	95.5%	92.5%	94.1%	88.5%
Right at Home	85.2%	86.2%	91.7%	92.0%	81.8%	100.0%	95.0%	94.4%
SH of Southern Ohio LLC	96.2%	92.9%	81.1%	88.2%	93.8%	62.1%	89.7%	100.0%
Superior Home Care, Inc.	96.2%	98.5%	98.0%	94.1%	96.9%	97.4%	96.9%	96.9%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

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

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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
Deupree Meals on Wheels	99.2%	98.7%	98.3%	99.7%	99.1%	99.1%	100.0%	97.9%
Mayerson JCC (Jewish Community Center)	98.1%	97.6%	98.6%	97.9%	97.8%	98.8%	99.7%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	98.4%	98.5%	98.6%	98.9%	98.8%	99.1%	98.9%

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
Deupree Meals on Wheels	98.7%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.1%	99.3%	99.1%	100.0%	98.4%	99.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.6%	98.9%	98.9%	99.2%	98.5%	99.3%	99.3%

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
Deupree Meals on Wheels	97.6%	99.0%	98.5%	100.0%	96.2%	97.6%	100.0%	93.6%
Mayerson JCC (Jewish Community Center)	97.5%	96.5%	96.6%	94.5%	94.7%	98.0%	98.8%	96.9%
Meals on Wheels of SW Ohio and Northern Kentucky	96.1%	96.7%	97.0%	97.5%	97.7%	98.4%	96.8%	98.3%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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
Deupree Meals on Wheels	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%	99.8%	99.6%

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
Deupree Meals on Wheels	100.0%	97.8%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.1%	97.6%	99.0%	100.0%	95.3%	99.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	98.8%	98.1%	98.4%	99.2%	98.7%	99.5%	98.1%

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
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	99.3%	98.3%	99.2%	100.0%	99.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.3%	99.7%	99.3%	99.6%	99.6%	100.0%	99.8%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

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
Deupree Meals on Wheels	98.8%	94.9%	94.1%	100.0%	98.1%	97.6%	100.0%	95.7%
Mayerson JCC (Jewish Community Center)	94.3%	91.0%	95.7%	93.0%	96.2%	97.1%	100.0%	97.9%
Meals on Wheels of SW Ohio and Northern Kentucky	95.3%	95.2%	96.4%	96.7%	96.4%	97.1%	98.3%	97.0%

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
Deupree Meals on Wheels	100.0%	99.0%	98.5%	100.0%	100.0%	100.0%	100.0%	97.9%
Mayerson JCC (Jewish Community Center)	96.7%	99.3%	100.0%	98.4%	99.2%	99.0%	98.8%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	98.4%	98.9%	99.0%	99.6%	99.0%	99.4%	99.8%

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
Deupree Meals on Wheels	100.0%	99.0%	97.1%	100.0%	98.1%	97.6%	100.0%	95.7%
Mayerson JCC (Jewish Community Center)	98.4%	98.6%	100.0%	98.4%	99.2%	99.0%	100.0%	99.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.3%	99.0%	99.2%	99.8%	99.4%	99.6%	99.6%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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
360 Total Care LLC	98.1%	100.0%	98.3%	98.6%	97.5%	No Data	96.7%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.8%	100.0%	97.3%	90.9%
Bethesda Medical Transportation	98.7%	99.2%	100.0%	99.2%	98.1%	100.0%	93.3%	96.9%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	99.4%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	98.7%	97.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	99.3%	97.6%	100.0%	98.3%	100.0%
Meda-Care Transportation, Inc.	95.0%	No Data	80.0%	94.7%	91.9%	No Data	83.5%	73.3%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	90.9%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	86.8%	No Data	100.0%	90.9%
R Chappell Transportation	100.0%	100.0%	60.0%	97.5%	98.0%	90.9%	100.0%	100.0%
Redwood/Easterseals	100.0%	90.9%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	99.3%	100.0%	98.9%	98.8%	100.0%	100.0%	94.7%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	87.9%	No Data	No Data	89.3%
Timmons Tender Care	100.0%	No Data	97.5%	95.0%	94.5%	100.0%	100.0%	No Data
Traveling Seniors Transportation	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	77.4%	No Data	No Data	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
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	85.7%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	92.3%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

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
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	97.4%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.5%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	94.6%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	91.3%	91.7%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	94.1%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	96.7%	94.1%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	57.1%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	83.3%	91.7%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	94.6%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	88.5%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	77.8%	96.8%	94.1%	100.0%	89.7%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	60.0%	No Data	55.6%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	60.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	95.2%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	83.3%	92.3%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.2%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	80.0%	No Data	100.0%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

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%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	97.4%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	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%	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	96.0%	96.2%	100.0%	100.0%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	66.7%	100.0%	94.1%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	50.0%	No Data	0.0%	66.7%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	84.6%	100.0%	100.0%	No Data
Traveling Seniors Transportation	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
360 Total Care LLC	100.0%	100.0%	100.0%	85.7%	100.0%	No Data	66.7%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	96.0%	96.3%	100.0%	66.7%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	96.6%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	0.0%	80.0%	80.0%	No Data	66.7%	100.0%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	100.0%	83.3%	84.6%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%

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
360 Total Care LLC	97.4%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	96.3%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%
Timmons Tender Care	100.0%	No Data	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%

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



Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
Cincinnati Medical Transportation	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	66.7%
Ny's Transportation	100.0%	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	100.0%	0.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data	0.0%
Timmons Tender Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Up and Walk Transportation	No Data	No Data	100.0%	100.0%	0.0%	No Data	No Data	100.0%

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



Appendix A: Methodology for SASI Analysis

Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,400 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

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