



Warren County



Provider Quality Report

Quarter 1, 2026



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Provider Quality Report: Introduction

Warren County ESP

General Information:

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

Billable Unit Conversions:

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

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

SASI Scoring:

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



Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Heavenly Helpers	Home Care Assistance	7/5/2024
HomeCare Mattress Inc.	Home Medical Equipment	12/15/2025
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024
360 Total Care	Adult Day Service	6/1/2024
Gabriels Angels Homecare, LLC	Home Care Assistance	7/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio, Kosher Meals	Home Delivered Meals	6/2/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
Next Day Access (formerly HomeCare Mattress Inc.)	Home Medical Equipment	12/15/2025
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
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
Heavenly Helpers	Home Care Assistance	2/15/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025



Provider Quality Report: Service Metrics

Warren 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
Otterbein Lebanon Adult Day Service	184	588	439	352	479	397	287	302	3,027
Restoration Adult Day Services, LLC	0	0	0	0	11	1	0	0	12
Total Billable Units	184	588	439	352	490	398	287	302	3,039

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Otterbein Lebanon Adult Day Service	100.00%	100.00%	100.00%	100.00%	97.76%	99.75%	100.00%	100.00%	
Restoration Adult Day Services, LLC	0	0	0	0	2.24%	0.25%	0	0	
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
Otterbein Lebanon Adult Day Service	15	25	21	19	24	18	17	17	20
Restoration Adult Day Services, LLC	0	0	0	0	1	1	0	0	1
Total Distinct Clients Served	15	25	21	19	25	19	17	17	16



Provider Quality Report: Service Metrics

Warren 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.	10,177	8,706	8,240	7,220	7,626	7,662	6,537	4,125	60,292
Total Billable Units	10,177	8,706	8,240	7,220	7,626	7,662	6,537	4,125	60,292

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.	116	106	106	98	91	85	79	71	94
Total Distinct Clients Served	116	106	106	98	91	85	79	71	94



Provider Quality Report: Service Metrics

Warren 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 Best Home Care, Inc.	419	485	539	587	744	724	603	546	4,646
A Miracle Home Care	10,733	11,437	12,974	13,087	14,164	15,413	15,629	15,172	108,608
AnswerCare LLC	0	0	0	0	0	192	368	402	961
Assisted Care by Black Stone of CIN	1,493	1,519	1,331	1,389	1,372	1,280	1,350	1,360	11,092
Gabriels Angels Homecare, LLC	0	15	2	0	0	0	0	72	89
Interim Healthcare of Cincinnati Homestyles	342	433	338	378	433	444	370	334	3,071
Nova Home Care	179	118	113	175	279	420	360	388	2,031
Prime Home Care, LLC	104	107	102	114	131	145	122	79	904
Quality Care	198	35	102	178	220	218	221	122	1,294
Senior Helpers of Dayton	0	5	6	0	0	0	3	14	28
SH of Southern Ohio LLC	1,380	1,402	1,399	1,319	1,314	1,209	1,353	1,365	10,741
Superior Home Care, Inc.	83	139	136	132	176	197	160	124	1,146
Total Billable Units	14,930	15,694	17,040	17,358	18,831	20,239	20,538	19,978	144,608

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
A Best Home Care, Inc.	2.81%	3.09%	3.16%	3.38%	3.95%	3.57%	2.94%	2.73%	
A Miracle Home Care	71.89%	72.88%	76.14%	75.39%	75.21%	76.15%	76.10%	75.94%	
AnswerCare LLC	0	0	0	0	0	0.95%	1.79%	2.01%	
Assisted Care by Black Stone of CIN	10.00%	9.68%	7.81%	8.00%	7.28%	6.32%	6.57%	6.81%	
Gabriels Angels Homecare, LLC	0	0.09%	0.01%	0	0	0	0	0.36%	
Interim Healthcare of Cincinnati Homestyles	2.29%	2.76%	1.98%	2.18%	2.30%	2.19%	1.80%	1.67%	
Nova Home Care	1.20%	0.75%	0.66%	1.01%	1.48%	2.07%	1.75%	1.94%	
Prime Home Care, LLC	0.70%	0.68%	0.60%	0.66%	0.69%	0.71%	0.59%	0.40%	
Quality Care	1.33%	0.22%	0.60%	1.03%	1.17%	1.08%	1.08%	0.61%	
Senior Helpers of Dayton	0	0.03%	0.04%	0	0	0	0.01%	0.07%	
SH of Southern Ohio LLC	9.24%	8.93%	8.21%	7.60%	6.98%	5.97%	6.59%	6.83%	
Superior Home Care, Inc.	0.56%	0.89%	0.80%	0.76%	0.93%	0.97%	0.78%	0.62%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

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 Best Home Care, Inc.	7	11	17	18	30	23	16	19	18
A Miracle Home Care	389	395	435	446	478	554	584	594	484
AnswerCare LLC	0	0	0	0	0	17	16	14	16
Assisted Care by Black Stone of CIN	40	42	40	40	36	37	35	39	39
Gabriels Angels Homecare, LLC	0	6	1	0	0	0	0	11	6
Interim Healthcare of Cincinnati Homestyles	16	17	17	20	18	18	16	14	17
Nova Home Care	10	8	10	12	14	21	15	23	14
Prime Home Care, LLC	2	3	3	3	3	4	3	4	3
Quality Care	13	9	12	10	9	12	14	10	11
Senior Helpers of Dayton	0	1	1	0	0	0	1	2	1
SH of Southern Ohio LLC	55	60	56	67	65	69	80	71	65
Superior Home Care, Inc.	6	12	13	11	17	16	15	9	12
Total Distinct Clients Served	538	564	605	627	670	771	795	810	66



Provider Quality Report: Service Metrics

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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.	2,726	2,746	2,840	2,706	2,905	2,933	2,925	2,994	22,773
Total Billable Units	2,726	2,746	2,840	2,706	2,905	2,933	2,925	2,994	22,773

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%
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
Guardian Medical Monitoring, Inc.	934	931	1,003	990	998	1,016	1,019	1,057	994
Total Distinct Clients Served	934	931	1,003	990	998	1,016	1,019	1,057	994



Provider Quality Report: Service Metrics

Warren 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
Mayerson JCC (Jewish Community Center)	1,780	1,637	1,419	1,026	866	599	672	1,041	9,040
Meals on Wheels of SW Ohio and Northern Kentucky	3,510	3,616	3,885	3,648	3,894	4,399	4,220	3,972	31,144
Warren County Community Service	63,343	64,119	69,514	63,055	64,296	62,980	65,698	60,815	513,820
Total Billable Units	68,633	69,372	74,818	67,729	69,056	67,978	70,590	65,828	554,004

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Mayerson JCC (Jewish Community Center)	2.59%	2.36%	1.90%	1.51%	1.25%	0.88%	0.95%	1.58%	
Meals on Wheels of SW Ohio and Northern Kentucky	5.11%	5.21%	5.19%	5.39%	5.64%	6.47%	5.98%	6.03%	
Warren County Community Service	92.29%	92.43%	92.91%	93.10%	93.11%	92.65%	93.07%	92.38%	
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
Mayerson JCC (Jewish Community Center)	35	30	26	20	18	11	12	17	21
Meals on Wheels of SW Ohio and Northern Kentucky	55	64	60	66	69	81	77	71	68
Warren County Community Service	988	1,019	1,021	995	1,000	972	968	984	993
Total Distinct Clients Served	1,078	1,113	1,107	1,081	1,087	1,064	1,057	1,072	361



Provider Quality Report: Service Metrics

Warren 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
101 Mobility Cincinnati	0	0	0	2	3	4	3	3	15
American Ramp Systems	13	23	11	9	4	5	2	0	67
Bernens Medical	6	8	5	1	0	5	0	0	25
Home First	23	8	5	3	17	25	18	8	107
HomeCare Mattress Inc.	3	0	0	0	0	2	0	0	5
Janz Medical Supply	0	7	5	5	14	0	1	4	36
Stateline Medical Equipment	9	30	6	6	10	7	14	7	89
Total Billable Units	54	76	32	26	48	48	38	22	344

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
101 Mobility Cincinnati	0	0	0	7.69%	6.25%	8.33%	7.89%	13.64%	
American Ramp Systems	24.07%	30.26%	34.38%	34.62%	8.33%	10.42%	5.26%	0	
Bernens Medical	11.11%	10.53%	15.63%	3.85%	0	10.42%	0	0	
Home First	42.59%	10.53%	15.63%	11.54%	35.42%	52.08%	47.37%	36.36%	
HomeCare Mattress Inc.	5.56%	0	0	0	0	4.17%	0	0	
Janz Medical Supply	0	9.21%	15.63%	19.23%	29.17%	0	2.63%	18.18%	
Stateline Medical Equipment	16.67%	39.47%	18.75%	23.08%	20.83%	14.58%	36.84%	31.82%	
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
101 Mobility Cincinnati	0	0	0	1	1	2	1	2	1
American Ramp Systems	5	7	4	3	2	2	1	0	3
Bernens Medical	3	6	3	1	0	4	0	0	3
Home First	18	7	4	3	13	21	14	7	11
HomeCare Mattress Inc.	1	0	0	0	0	2	0	0	2
Janz Medical Supply	0	6	3	2	10	0	1	4	4
Stateline Medical Equipment	9	14	4	5	2	7	10	6	7
Total Distinct Clients Served	36	40	18	15	28	38	27	19	5



Provider Quality Report: Service Metrics

Warren 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
101 Mobility Cincinnati	0	0	0	0	0	6	2	4	12
American Ramp Systems	0	0	0	0	1	0	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	3	2	3	2	0	1	2	1	14
Custom Home Elevator & Lift Co. Inc.	2	0	1	1	1	1	1	1	8
Home First	20	10	14	17	16	15	16	24	132
HomeCare Mattress Inc.	1	0	0	1	1	1	0	0	4
MedAdapt Ltd.	9	10	7	6	11	13	7	14	77
Stateline Medical Equipment	3	2	4	1	1	5	3	5	24
Tri-State Maintenance	6	9	5	4	9	2	6	1	42
Total Billable Units	44	33	34	32	40	44	37	50	314

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
101 Mobility Cincinnati	0	0	0	0	0	13.64%	5.41%	8.00%	
American Ramp Systems	0	0	0	0	2.50%	0	0	0	
Arrow Heating Cooling and Home Maintenance, LLC	6.82%	6.06%	8.82%	6.25%	0	2.27%	5.41%	2.00%	
Custom Home Elevator & Lift Co. Inc.	4.55%	0	2.94%	3.13%	2.50%	2.27%	2.70%	2.00%	
Home First	45.45%	30.30%	41.18%	53.13%	40.00%	34.09%	43.24%	48.00%	
HomeCare Mattress Inc.	2.27%	0	0	3.13%	2.50%	2.27%	0	0	
MedAdapt Ltd.	20.45%	30.30%	20.59%	18.75%	27.50%	29.55%	18.92%	28.00%	
Stateline Medical Equipment	6.82%	6.06%	11.76%	3.13%	2.50%	11.36%	8.11%	10.00%	
Tri-State Maintenance	13.64%	27.27%	14.71%	12.50%	22.50%	4.55%	16.22%	2.00%	
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
101 Mobility Cincinnati	0	0	0	0	0	5	2	4	4
American Ramp Systems	0	0	0	0	1	0	0	0	1
Arrow Heating Cooling and Home Maintenance, LLC	3	2	3	2	0	1	2	1	2
Custom Home Elevator & Lift Co. Inc.	2	0	1	1	1	1	1	1	1
Home First	18	10	14	17	16	14	15	22	16
HomeCare Mattress Inc.	1	0	0	1	1	1	0	0	1
MedAdapt Ltd.	9	10	7	6	11	13	7	13	10
Stateline Medical Equipment	3	2	4	1	1	5	3	5	3
Tri-State Maintenance	6	9	5	3	8	2	6	1	5
Total Distinct Clients Served	42	33	34	31	39	42	36	47	6



Provider Quality Report: Service Metrics

Warren 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
Meals on Wheels of SW Ohio and Northern Kentucky	42	37	43	53	40	19	73	88	395
Partners in Prime	39	49	57	58	60	45	47	59	412
Total Billable Units	80	85	100	112	100	64	120	147	807

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Meals on Wheels of SW Ohio and Northern Kentucky	52.02%	42.94%	42.75%	47.76%	40.35%	29.92%	61.04%	60.07%	
Partners in Prime	47.98%	57.06%	57.25%	52.24%	59.65%	70.08%	38.96%	39.93%	
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
Meals on Wheels of SW Ohio and Northern Kentucky	12	13	18	19	11	15	19	23	16
Partners in Prime	12	13	13	14	15	14	12	13	13
Total Distinct Clients Served	24	26	31	33	26	29	31	36	15



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	3	3	1	2	0	1	0	10
Total Billable Units	0	3	3	1	2	0	1	0	10

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

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



Provider Quality Report: Service Metrics

Warren 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	9	5	13	8	14	6	7	4	66
Total Billable Units	9	5	13	8	14	6	7	4	66

Market Share								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Milts Termite & Pest Control	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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
Milts Termite & Pest Control	4	3	4	5	6	3	4	4	4
Total Distinct Clients Served	4	3	4	5	6	3	4	4	4



Provider Quality Report: Service Metrics

Warren 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
Meda-Care Transportation, Inc.	302	257	254	346	228	247	382	324	2,340
Valley Transport LLC	384	380	326	290	240	235	174	152	2,181
Warren County Community Service	1,045	1,084	1,073	1,057	1,234	1,326	1,027	1,128	8,974
Total Billable Units	1,731	1,721	1,653	1,693	1,702	1,808	1,583	1,604	13,495

Market Share									
	2024	2024	2024	2025	2025	2025	2025	2026	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Meda-Care Transportation, Inc.	17.45%	14.93%	15.37%	20.44%	13.40%	13.66%	24.13%	20.20%	
Valley Transport LLC	22.18%	22.08%	19.72%	17.13%	14.10%	13.00%	10.99%	9.48%	
Warren County Community Service	60.37%	62.99%	64.91%	62.43%	72.50%	73.34%	64.88%	70.32%	
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
Meda-Care Transportation, Inc.	28	36	36	39	35	35	36	39	36
Valley Transport LLC	18	33	33	33	30	35	31	31	31
Warren County Community Service	112	118	109	113	120	120	111	120	115
Total Distinct Clients Served	158	187	178	185	185	190	178	190	60



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	1	5	1	8	2	15	2	10
A Miracle Home Care	197	181	180	183	192	194	158	153
AnswerCare LLC	0	0	0	0	0	3	4	5
Assisted Care by Black Stone of CIN	23	20	21	22	11	14	13	12
Gabriels Angels Homecare, LLC	0	0	0	0	0	0	0	2
Heavenly Helpers	1	0	0	0	0	0	0	0
Interim Healthcare of Cincinnati Homestyles	4	6	7	13	10	3	8	5
Nova Home Care	3	6	4	3	4	5	4	6
Prime Home Care, LLC	0	2	2	0	2	1	0	0
Quality Care	6	5	3	5	4	4	2	3
Senior Helpers of Dayton	0	0	1	0	0	0	0	0
SH of Southern Ohio LLC	28	25	24	23	20	23	17	31
Superior Home Care, Inc.	3	6	7	3	3	3	5	1

Home Delivered Meals								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Mayerson JCC (Jewish Community Center)	14	10	13	8	4	8	2	1
Meals on Wheels of SW Ohio and Northern Kentucky	26	17	26	15	30	24	28	16
Warren County Community Service	377	434	428	437	327	319	258	262

Medical Transportation								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	26	26	29	29	18	23	18	22
Valley Transport LLC	17	16	19	24	17	16	17	10
Warren County Community Service	81	70	80	92	70	47	54	61



Provider Quality Report: Satisfaction Metrics¹

Warren 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.	0.0%	100.0%	100.0%	89.0%	100.0%	99.2%	80.0%	100.0%
A Miracle Home Care	94.8%	97.5%	97.9%	98.8%	97.8%	98.3%	95.9%	99.1%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	65.0%	87.5%	100.0%
Assisted Care by Black Stone of CIN	96.5%	96.2%	99.5%	99.0%	100.0%	97.8%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	90.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	82.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	90.0%	90.0%	No Data	80.0%	100.0%	No Data	No Data
Quality Care	88.3%	75.5%	85.0%	85.5%	91.7%	97.5%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	94.7%	94.4%	93.0%	93.6%	91.7%	93.0%	97.6%	95.2%
Superior Home Care, Inc.	96.7%	85.7%	97.1%	100.0%	100.0%	100.0%	96.0%	80.0%

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 Best Home Care, Inc.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
A Miracle Home Care	94.1%	97.5%	98.8%	100.0%	98.2%	97.5%	95.4%	99.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	50.0%	50.0%	100.0%
Assisted Care by Black Stone of CIN	93.8%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	100.0%	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	91.7%	90.5%	85.7%	100.0%	88.2%	84.2%	100.0%	96.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%

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 Best Home Care, Inc.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
A Miracle Home Care	94.1%	96.4%	98.2%	99.4%	98.2%	97.4%	96.5%	99.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	50.0%	100.0%
Assisted Care by Black Stone of CIN	88.9%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	88.5%	89.5%	90.5%	95.5%	82.4%	85.0%	100.0%	84.6%
Superior Home Care, Inc.	100.0%	83.3%	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

Warren 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 Best Home Care, Inc.	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.2%	96.7%	96.6%	96.1%	96.8%	93.2%	89.8%	97.4%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	66.7%	75.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	89.5%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	33.3%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	83.3%	40.0%	50.0%	80.0%	50.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	96.4%	95.7%	91.7%	91.3%	85.0%	95.2%	82.4%	93.5%
Superior Home Care, Inc.	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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 Best Home Care, Inc.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.0%	98.9%	99.4%	100.0%	100.0%	100.0%	97.5%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	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 Best Home Care, Inc.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.9%	98.9%	98.9%	100.0%	98.4%	100.0%	98.1%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	95.8%	95.8%	95.7%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.4%	97.8%	97.2%	98.4%	97.9%	99.5%	96.8%	99.3%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	95.8%	100.0%	91.3%	100.0%	95.5%	100.0%	100.0%
Superior Home Care, Inc.	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.	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.9%	97.8%	98.3%	98.9%	97.9%	100.0%	98.1%	98.7%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	95.8%	100.0%	91.3%	100.0%	95.7%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	0.0%	100.0%	100.0%	40.0%	100.0%	92.3%	50.0%	100.0%
A Miracle Home Care	91.6%	97.4%	97.4%	97.8%	96.7%	99.3%	97.7%	99.2%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	0.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	86.7%	94.1%	94.7%	95.0%	100.0%	77.8%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	0.0%	0.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	50.0%	20.0%	50.0%	75.0%	66.7%	75.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	81.0%	93.3%	78.9%	88.2%	86.7%	87.5%	100.0%	87.5%
Superior Home Care, Inc.	66.7%	40.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%

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

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	0.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	92.8%	97.2%	97.2%	99.5%	97.4%	97.4%	92.9%	98.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	66.7%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	40.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	66.7%	40.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	96.4%	95.8%	91.7%	91.3%	80.0%	95.5%	94.1%	90.3%
Superior Home Care, Inc.	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1
A Best Home Care, Inc.	0.0%	100.0%	100.0%	87.5%	100.0%	100.0%	50.0%	100.0%
A Miracle Home Care	94.8%	96.1%	97.2%	98.4%	96.3%	99.0%	96.1%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	No Data	66.7%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Heavenly Helpers	0.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	83.3%	75.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	92.9%	95.8%	95.7%	91.3%	94.7%	91.3%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	66.7%	85.7%	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

Warren 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
Mayerson JCC (Jewish Community Center)	98.2%	100.0%	100.0%	100.0%	100.0%	98.4%	93.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	98.5%	98.6%	98.3%	99.1%	96.4%	100.0%	97.7%
Warren County Community Service	99.6%	99.5%	99.8%	99.3%	99.4%	99.4%	99.5%	99.7%

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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.2%	99.7%	99.5%	99.6%	99.6%	99.5%	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
Mayerson JCC (Jewish Community Center)	92.9%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.2%	100.0%	96.2%	93.3%	100.0%	95.8%	100.0%	93.8%
Warren County Community Service	98.7%	98.4%	99.5%	98.8%	98.5%	98.7%	99.2%	98.5%

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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.7%	99.5%	100.0%	100.0%	99.7%	99.3%	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

Warren 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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	99.8%	99.7%	100.0%	99.6%	100.0%

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
Mayerson JCC (Jewish Community Center)	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.2%	88.2%	96.2%	93.3%	93.1%	87.5%	100.0%	93.8%
Warren County Community Service	98.7%	99.1%	99.3%	97.5%	98.8%	98.4%	99.6%	100.0%

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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	99.1%	99.1%	99.7%	98.8%	99.2%

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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%
Warren County Community Service	100.0%	99.5%	99.5%	99.8%	100.0%	99.7%	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

Warren 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
Meda-Care Transportation, Inc.	98.5%	96.8%	100.0%	100.0%	100.0%	98.3%	97.8%	100.0%
Valley Transport LLC	94.3%	100.0%	100.0%	98.7%	100.0%	87.3%	88.0%	83.0%
Warren County Community Service	100.0%	99.8%	100.0%	99.3%	98.8%	100.0%	99.6%	99.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	95.7%	100.0%	73.3%	86.7%	80.0%
Warren County Community Service	100.0%	98.5%	100.0%	97.8%	95.7%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	93.3%	90.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
	2024	2024	2024	2025	2025	2025	2025	2026
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	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

Warren 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
Meda-Care Transportation, Inc.	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.9%	98.6%	100.0%	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
Meda-Care Transportation, Inc.	96.2%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%	90.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2024	2024	2024	2025	2025	2025	2025	2026
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	93.3%	90.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.6%	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

Warren 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
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	95.7%	100.0%	86.7%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	93.3%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	98.3%

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
Meda-Care Transportation, Inc.	96.2%	96.0%	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%
Valley Transport LLC	92.9%	100.0%	100.0%	100.0%	100.0%	80.0%	86.7%	80.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	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.



Appendix A: Methodology for SASI Analysis

Warren County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 734 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