



Butler County



Provider Quality Report

Quarter 2, 2026



Provider Quality Report: Table of Contents

Service Metrics	
Service	Page
Introduction	3
Provider Activity	4
Adult Day Service	5
Consumer Directed Care	6
Home Care Assistance	7
Electronic Monitoring System	8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 22
Home Delivered Meals	23 - 25
Medical Transportation	26 - 29

Appendix A: Methodology for SASI Analysis	30
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Provider Quality Report: Introduction

Butler County ESP

General Changes:

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

Billable Unit Conversions:

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

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

SASI Scoring:

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

Provider Quality Report: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Saint Joseph Construction	Minor Home Mod	12/26/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
360 Total Care	Adult Day Service	6/15/2026

Provider	Service Delivered - New	Effective
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	4/15/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026

Provider	Service On Hold	Effective
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	4/15/2025 - 10/8/2025
Northwest Adult Services	Adult Day Service	3/25/2026

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Active Day of Cincinnati	4	24	9	22	22	21	3	0	104
Northwest Adult Services Pioneer Home Healthcare	65	83	41	57	25	48	0	25	344
Otterbein Lebanon Adult Day Service	198	103	86	129	103	83	79	118	896
Oxford Senior Citizens, Inc.	199	171	104	116	100	104	91	81	965
Total Billable Units	466	380	240	323	250	256	173	223	2,309

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Active Day of Cincinnati	0.86%	6.19%	3.76%	6.66%	8.82%	8.22%	1.74%	0
Northwest Adult Services Pioneer Home Healthcare	13.95%	21.87%	17.12%	17.65%	10.02%	18.79%	0	11.21%
Otterbein Lebanon Adult Day Service	42.49%	27.01%	35.70%	39.94%	41.08%	32.29%	45.51%	52.69%
Oxford Senior Citizens, Inc.	42.70%	44.93%	43.42%	35.76%	40.08%	40.70%	52.75%	36.10%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Palco, Inc.	23,056	23,322	17,940	20,240	20,080	18,425	11,583	22,356	157,002
Total Billable Units	23,056	23,322	17,940	20,240	20,080	18,425	11,583	22,356	157,002

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Palco, Inc.	255	255	240	237	231	214	194	202	229
Total Distinct Clients Served	255	255	240	237	231	214	194	202	229

Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units									
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
A Best Home Care, Inc.	78	51	42	74	41	41	173	227	726
A Miracle Home Care	13,460	15,692	16,112	17,806	17,768	17,877	17,690	18,394	134,798
Always There Healthcare LLC	0	0	0	0	7	22	46	42	116
Assisted Care by Black Stone of CIN	501	346	341	357	366	385	314	299	2,909
Comfort and Care Home Health Agency, Inc.	101	70	69	54	64	63	77	92	590
Interim Healthcare of Cincinnati Homestyles	2,089	2,217	1,894	2,108	2,026	1,846	1,714	1,770	15,662
LCD Home Health Agency	100	194	0	82	76	26	89	71	637
Nova Home Care	420	317	353	426	443	397	399	264	3,019
Prime Home Care, LLC	81	50	20	0	43	102	123	148	568
Quality Care	0	8	14	14	11	8	9	0	63
SH of Southern Ohio LLC	3,995	3,653	3,439	3,933	4,442	4,631	4,887	4,859	33,839
Superior Home Care, Inc.	44	44	40	48	46	48	46	62	378
Total Billable Units	20,869	22,640	22,322	24,900	25,332	25,445	25,565	26,228	193,301

Market Share									
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	
A Best Home Care, Inc.	0.37%	0.23%	0.19%	0.30%	0.16%	0.16%	0.68%	0.87%	
A Miracle Home Care	64.50%	69.31%	72.18%	71.51%	70.14%	70.26%	69.19%	70.13%	
Always There Healthcare LLC	0	0	0	0	0.03%	0.09%	0.18%	0.16%	
Assisted Care by Black Stone of CIN	2.40%	1.53%	1.53%	1.43%	1.45%	1.51%	1.23%	1.14%	
Comfort and Care Home Health Agency, Inc.	0.48%	0.31%	0.31%	0.22%	0.25%	0.25%	0.30%	0.35%	
Interim Healthcare of Cincinnati Homestyles	10.01%	9.79%	8.48%	8.46%	8.00%	7.25%	6.70%	6.75%	
LCD Home Health Agency	0.48%	0.85%	0	0.33%	0.30%	0.10%	0.35%	0.27%	
Nova Home Care	2.01%	1.40%	1.58%	1.71%	1.75%	1.56%	1.56%	1.01%	
Prime Home Care, LLC	0.39%	0.22%	0.09%	0	0.17%	0.40%	0.48%	0.57%	
Quality Care	0	0.03%	0.06%	0.05%	0.04%	0.03%	0.04%	0	
SH of Southern Ohio LLC	19.14%	16.14%	15.41%	15.80%	17.54%	18.20%	19.11%	18.52%	
Superior Home Care, Inc.	0.21%	0.19%	0.18%	0.19%	0.18%	0.19%	0.18%	0.24%	
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 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	3	2	5	3	2	6	6	4
A Miracle Home Care	446	529	556	621	631	650	678	710	603
Always There Healthcare LLC	0	0	0	0	2	2	2	2	2
Assisted Care by Black Stone of CIN	16	14	11	10	11	10	10	7	11
Comfort and Care Home Health Agency, Inc.	7	3	5	2	4	2	3	3	4
Interim Healthcare of Cincinnati Homestyles	76	85	82	79	80	77	65	68	77
LCD Home Health Agency	8	15	0	5	5	2	3	2	6
Nova Home Care	11	9	9	9	8	11	12	12	10
Prime Home Care, LLC	3	1	1	0	3	6	5	5	3
Quality Care	0	1	1	1	1	1	1	0	1
SH of Southern Ohio LLC	170	166	159	186	195	194	201	195	183
Superior Home Care, Inc.	1	1	1	1	1	1	1	1	1
Total Distinct Clients Served	739	827	827	919	944	958	987	1,011	82

Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	3,642	4,186	4,093	4,210	4,180	4,100	4,246	4,422	33,077
Total Billable Units	3,642	4,186	4,093	4,210	4,180	4,100	4,246	4,422	33,077

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,254	1,496	1,519	1,476	1,457	1,441	1,491	1,543	1,460
Total Distinct Clients Served	1,254	1,496	1,519	1,476	1,457	1,441	1,491	1,543	1,460

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Mayerson JCC (Jewish Community Center)	8,886	10,691	5,693	203	0	0	0	0	25,473
Meals on Wheels of SW Ohio and Northern Kentucky	35,435	37,017	35,281	40,758	41,946	44,093	41,767	44,201	320,498
Oxford Senior Citizens, Inc.	2,420	2,548	2,137	2,259	2,473	2,739	2,660	2,958	20,194
Partners in Prime	26,884	25,733	25,224	25,029	24,300	24,430	24,264	24,955	200,819
Warren County Community Service	27,688	27,114	25,525	26,799	28,337	30,998	30,466	34,763	231,690
Total Billable Units	101,313	103,103	93,860	95,048	97,056	102,260	99,157	106,877	798,674

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	8.77%	10.37%	6.07%	0.21%	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	34.98%	35.90%	37.59%	42.88%	43.22%	43.12%	42.12%	41.36%
Oxford Senior Citizens, Inc.	2.39%	2.47%	2.28%	2.38%	2.55%	2.68%	2.68%	2.77%
Partners in Prime	26.54%	24.96%	26.87%	26.33%	25.04%	23.89%	24.47%	23.35%
Warren County Community Service	27.33%	26.30%	27.19%	28.20%	29.20%	30.31%	30.73%	32.53%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	163	193	164	14	0	0	0	0	134
Meals on Wheels of SW Ohio and Northern Kentucky	580	577	645	649	677	686	690	708	652
Oxford Senior Citizens, Inc.	47	45	42	41	46	44	44	47	45
Partners in Prime	414	404	417	399	378	378	397	401	399
Warren County Community Service	419	397	413	410	444	483	528	561	457
Total Distinct Clients Served	1,623	1,616	1,681	1,513	1,545	1,591	1,659	1,717	360

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
101 Mobility Cincinnati	1	0	24	18	36	34	33	40	186
American Ramp Systems	58	43	44	42	41	38	28	26	320
Berners Medical	104	111	96	103	93	73	73	64	717
Home First	5	5	4	3	1	2	4	4	28
Janz Medical Supply	5	6	7	8	0	3	10	4	43
Stateline Medical Equipment	7	7	5	2	9	6	4	0	40
Total Billable Units	180	172	180	176	180	156	152	138	1,334

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
101 Mobility Cincinnati	0.56%	0	13.33%	10.23%	20.00%	21.79%	21.71%	28.99%	
American Ramp Systems	32.22%	25.00%	24.44%	23.86%	22.78%	24.36%	18.42%	18.84%	
Berners Medical	57.78%	64.53%	53.33%	58.52%	51.67%	46.79%	48.03%	46.38%	
Home First	2.78%	2.91%	2.22%	1.70%	0.56%	1.28%	2.63%	2.90%	
Janz Medical Supply	2.78%	3.49%	3.89%	4.55%	0	1.92%	6.58%	2.90%	
Stateline Medical Equipment	3.89%	4.07%	2.78%	1.14%	5.00%	3.85%	2.63%	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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	1	0	5	7	17	12	13	16	10
American Ramp Systems	20	19	19	17	14	14	12	9	16
Berners Medical	73	70	62	58	60	42	52	44	58
Home First	5	5	4	3	1	2	3	4	3
Janz Medical Supply	5	5	7	7	0	3	8	4	6
Stateline Medical Equipment	7	6	4	2	9	6	4	0	5
Total Distinct Clients Served	111	105	101	94	101	79	92	77	17

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
101 Mobility Cincinnati	0	0	0	3	2	7	7	3	22
American Ramp Systems	0	1	2	0	0	0	2	1	6
Arrow Heating Cooling and Home Maintenance, LLC	0	5	4	1	0	5	2	0	17
Custom Home Elevator & Lift Co. Inc.	2	2	2	2	0	4	3	1	16
Home First	3	2	7	3	2	2	2	1	22
HomeCare Mattress Inc.	2	2	1	0	0	0	0	0	5
MedAdapt Ltd.	32	30	18	26	18	10	20	28	182
Momentum Mobility Solutions	0	0	0	0	0	0	0	1	1
Stateline Medical Equipment	22	10	8	11	5	12	12	10	90
Tri-State Maintenance	15	5	11	13	8	4	4	14	74
Total Billable Units	76	57	53	59	35	44	52	59	435

Market Share									
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	
101 Mobility Cincinnati	0	0	0	5.08%	5.71%	15.91%	13.46%	5.08%	
American Ramp Systems	0	1.75%	3.77%	0	0	0	3.85%	1.69%	
Arrow Heating Cooling and Home Maintenance, LLC	0	8.77%	7.55%	1.69%	0	11.36%	3.85%	0	
Custom Home Elevator & Lift Co. Inc.	2.63%	3.51%	3.77%	3.39%	0	9.09%	5.77%	1.69%	
Home First	3.95%	3.51%	13.21%	5.08%	5.71%	4.55%	3.85%	1.69%	
HomeCare Mattress Inc.	2.63%	3.51%	1.89%	0	0	0	0	0	
MedAdapt Ltd.	42.11%	52.63%	33.96%	44.07%	51.43%	22.73%	38.46%	47.46%	
Momentum Mobility Solutions	0	0	0	0	0	0	0	1.69%	
Stateline Medical Equipment	28.95%	17.54%	15.09%	18.64%	14.29%	27.27%	23.08%	16.95%	
Tri-State Maintenance	19.74%	8.77%	20.75%	22.03%	22.86%	9.09%	7.69%	23.73%	
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 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	1	2	5	7	3	4
American Ramp Systems	0	1	2	0	0	0	2	1	2
Arrow Heating Cooling and Home Maintenance, LLC	0	5	4	1	0	3	2	0	3
Custom Home Elevator & Lift Co. Inc.	2	2	2	2	0	4	3	1	2
Home First	3	2	6	3	2	2	2	1	3
HomeCare Mattress Inc.	2	2	1	0	0	0	0	0	2
MedAdapt Ltd.	30	28	18	25	18	10	19	26	22
Momentum Mobility Solutions	0	0	0	0	0	0	0	1	1
Stateline Medical Equipment	22	10	8	11	5	12	12	10	11
Tri-State Maintenance	15	5	11	13	8	4	4	12	9
Total Distinct Clients Served	74	55	52	56	35	40	51	55	7

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Oxford Senior Citizens, Inc.	8	4	5	4	6	1	1	0	28
Partners in Prime	1,049	1,157	1,162	1,002	970	1,073	1,143	1,218	8,773
Total Billable Units	1,057	1,161	1,167	1,006	976	1,074	1,143	1,218	8,801

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Oxford Senior Citizens, Inc.	0.73%	0.32%	0.41%	0.42%	0.64%	0.09%	0.04%	0
Partners in Prime	99.27%	99.68%	99.59%	99.58%	99.36%	99.91%	99.96%	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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	5	2	3	4	4	3	1	0	3
Partners in Prime	229	238	248	233	219	222	234	235	232
Total Distinct Clients Served	234	240	251	237	223	225	235	235	125

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	3	3	4	2	1	2	2	1	18
Total Billable Units	3	3	4	2	1	2	2	1	18

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Home First	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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	3	3	4	2	1	2	2	1	2
Total Distinct Clients Served	3	3	4	2	1	2	2	1	2

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Milts Termite & Pest Control	26	34	33	21	30	37	38	44	263
Total Billable Units	26	34	33	21	30	37	38	44	263

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
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	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Milts Termite & Pest Control	14	15	15	12	13	16	20	20	16
Total Distinct Clients Served	14	15	15	12	13	16	20	20	16

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Kemper Shuttle Services	24	33	16	16	27	8	19	10	153
Meda-Care Transportation, Inc.	737	764	825	939	847	839	971	1,140	7,062
Oxford Senior Citizens, Inc.	4	4	10	8	12	2	6	4	50
Partners in Prime	991	940	727	583	329	395	380	340	4,685
Transport-U Transportation, LLC	249	187	163	191	192	204	235	220	1,641
Valley Transport LLC	618	737	546	394	409	431	333	434	3,902
Warren County Community Service	137	126	183	257	226	190	234	189	1,542
Total Billable Units	2,760	2,791	2,470	2,388	2,042	2,069	2,178	2,337	19,035

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Kemper Shuttle Services	0.87%	1.18%	0.65%	0.67%	1.32%	0.39%	0.87%	0.43%	
Meda-Care Transportation, Inc.	26.70%	27.37%	33.40%	39.32%	41.48%	40.55%	44.58%	48.78%	
Oxford Senior Citizens, Inc.	0.14%	0.14%	0.40%	0.34%	0.59%	0.10%	0.28%	0.17%	
Partners in Prime	35.91%	33.68%	29.43%	24.41%	16.11%	19.09%	17.45%	14.55%	
Transport-U Transportation, LLC	9.02%	6.70%	6.60%	8.00%	9.40%	9.86%	10.79%	9.41%	
Valley Transport LLC	22.39%	26.41%	22.11%	16.50%	20.03%	20.83%	15.29%	18.57%	
Warren County Community Service	4.96%	4.51%	7.41%	10.76%	11.07%	9.18%	10.74%	8.09%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Kemper Shuttle Services	4	6	3	3	2	2	4	2	3
Meda-Care Transportation, Inc.	61	60	60	68	61	63	64	66	63
Oxford Senior Citizens, Inc.	2	1	3	3	5	1	2	2	2
Partners in Prime	90	86	76	65	47	50	47	40	63
Transport-U Transportation, LLC	19	17	16	13	16	17	21	21	18
Valley Transport LLC	73	73	59	49	46	52	48	45	56
Warren County Community Service	20	13	18	17	19	18	17	16	17
Total Distinct Clients Served	269	256	235	218	196	203	203	192	32

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	1	1	0	0	0	2	0	3
A Miracle Home Care	193	227	253	262	303	293	288	299
Always There Healthcare LLC	0	0	0	0	0	1	0	1
Assisted Care by Black Stone of CIN	10	5	10	7	4	3	4	5
Comfort and Care Home Health Agency, Inc.	3	6	3	1	1	3	2	2
Interim Healthcare of Cincinnati Homestyles	32	43	53	39	34	39	41	32
LCD Home Health Agency	2	2	1	1	1	1	1	3
Nova Home Care	6	6	3	7	5	5	5	8
Prime Home Care, LLC	0	3	0	1	0	2	1	0
Quality Care	0	0	0	0	1	0	0	0
SH of Southern Ohio LLC	63	73	71	79	90	80	89	80
Superior Home Care, Inc.	0	1	0	1	0	1	0	1

Home Delivered Meals								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	55	65	55	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	271	255	266	281	287	310	280	296
Oxford Senior Citizens, Inc.	20	19	14	24	23	19	25	19
Partners in Prime	204	197	203	178	187	161	196	166
Warren County Community Service	179	178	157	187	171	166	153	204

Medical Transportation								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	6	5	2	6	2	3	2	1
Meda-Care Transportation, Inc.	42	47	34	34	37	45	38	46
Oxford Senior Citizens, Inc.	3	3	1	4	4	2	2	5
Partners in Prime	47	47	56	39	33	35	25	26
Transport-U Transportation, LLC	5	9	8	11	6	13	5	10
Valley Transport LLC	33	37	39	30	31	29	26	27
Warren County Community Service	16	10	15	9	13	11	17	11

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	90.0%	No Data	100.0%
A Miracle Home Care	98.1%	97.3%	98.5%	98.2%	98.3%	97.8%	97.2%	95.7%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	95.5%	97.8%	100.0%	100.0%	100.0%	100.0%	98.0%
Comfort and Care Home Health Agency, Inc.	86.7%	73.3%	80.0%	100.0%	40.0%	80.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	98.6%	97.3%	95.6%	95.9%	99.3%	96.7%	98.5%	99.2%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	40.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	97.1%	98.0%	100.0%	96.0%	100.0%
Prime Home Care, LLC	No Data	80.0%	No Data	100.0%	No Data	30.0%	80.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	95.7%	79.1%	94.9%	93.9%	96.7%	95.3%	93.1%	93.1%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	70.0%	No Data	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.1%	98.4%	99.5%	98.2%	98.8%	98.0%	97.1%	95.1%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	66.7%	100.0%	0.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	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	66.7%	No Data	100.0%	No Data	0.0%	0.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	96.1%	69.0%	94.9%	96.9%	96.0%	96.9%	92.9%	95.6%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

Historical Average: 88.4%

½ Historical Standard Deviation: 6.7%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	100.0%	99.0%	100.0%	97.8%	98.1%	97.6%	97.6%	92.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	100.0%	83.3%	66.7%	100.0%	0.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.2%	97.5%	100.0%	100.0%	97.3%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.4%	72.6%	95.1%	91.0%	94.9%	95.7%	88.0%	91.3%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	95.8%	94.6%	96.8%	96.2%	96.3%	95.9%	94.4%	91.1%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.7%	96.2%	97.4%	97.1%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	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	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	91.9%	71.0%	92.9%	88.6%	95.6%	92.5%	93.2%	92.3%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	99.0%	99.1%	99.2%	99.2%	99.3%	99.0%	99.0%	98.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.7%	100.0%	97.4%	100.0%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	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%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	88.9%	98.6%	98.7%	97.8%	98.8%	96.6%	97.5%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.4%	98.2%	98.4%	98.9%	98.7%	99.0%	98.6%	98.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.6%	96.2%	97.4%	100.0%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	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%	80.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	98.4%	87.5%	98.6%	98.7%	98.9%	97.5%	95.5%	97.5%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.4%	96.9%	97.6%	98.1%	98.3%	97.9%	97.2%	96.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.7%	94.3%	97.4%	100.0%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	96.8%	88.7%	95.7%	96.2%	96.7%	97.5%	95.5%	93.7%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	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 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.4%	97.3%	98.8%	98.5%	98.7%	98.3%	97.6%	97.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	100.0%	83.3%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	96.2%	97.4%	100.0%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	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%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	98.4%	88.9%	97.1%	98.7%	97.8%	97.5%	95.5%	96.2%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	0.0%	No Data	100.0%
A Miracle Home Care	99.3%	98.9%	99.0%	98.6%	98.0%	97.1%	98.3%	96.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	85.7%	92.9%	90.9%	76.7%	96.2%	90.6%	100.0%	92.3%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	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	66.7%	No Data	100.0%	No Data	0.0%	0.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	88.9%	69.5%	89.5%	90.3%	95.9%	88.1%	85.9%	86.9%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	97.4%	94.3%	96.8%	97.7%	98.0%	97.3%	94.8%	93.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	66.7%	100.0%	0.0%	66.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	95.3%	92.5%	97.4%	100.0%	97.4%	97.6%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	No Data	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	93.5%	76.4%	89.9%	89.9%	95.6%	92.5%	92.0%	88.6%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%
A Miracle Home Care	98.4%	96.0%	98.4%	98.5%	98.3%	97.6%	97.9%	97.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	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%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	66.7%	100.0%	100.0%	66.7%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	92.5%	97.4%	100.0%	97.4%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	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	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data
Quality Care	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	98.4%	78.9%	97.1%	89.9%	97.8%	96.3%	96.5%	91.0%
Superior Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	97.9%	98.5%	99.8%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	98.7%	99.0%	99.3%	98.6%	99.0%	98.8%	97.9%
Oxford Senior Citizens, Inc.	99.3%	100.0%	97.3%	97.9%	98.4%	98.6%	99.0%	98.7%
Partners in Prime	98.0%	98.4%	99.0%	98.5%	98.0%	99.4%	99.1%	97.7%
Warren County Community Service	98.7%	98.9%	98.5%	99.6%	99.2%	99.6%	99.0%	99.3%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	99.6%	100.0%	100.0%	100.0%	99.6%	99.6%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.4%	98.7%	98.2%	98.7%	99.3%	98.4%	100.0%	97.2%
Warren County Community Service	100.0%	99.3%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	94.5%	98.5%	98.1%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	99.2%	98.1%	98.6%	96.2%	97.1%	97.5%	96.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	95.8%	95.7%	94.1%	100.0%	100.0%
Partners in Prime	96.5%	97.4%	99.0%	96.6%	96.3%	99.4%	98.5%	97.6%
Warren County Community Service	97.8%	98.3%	96.8%	100.0%	98.2%	98.2%	98.7%	99.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.6%	100.0%	99.6%	99.6%	100.0%	99.6%	99.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	99.5%	99.5%	99.4%	100.0%	100.0%	99.5%	99.4%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	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	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	98.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	99.1%	100.0%	100.0%	99.6%	99.3%	99.6%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	99.4%	99.4%	99.3%	99.4%	99.3%	98.8%	98.6%
Warren County Community Service	99.3%	99.3%	99.2%	99.4%	100.0%	99.3%	99.2%	99.4%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	94.5%	93.8%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	95.2%	96.2%	96.8%	95.5%	97.4%	96.4%	95.9%
Oxford Senior Citizens, Inc.	94.7%	100.0%	85.7%	91.7%	95.7%	94.4%	91.7%	89.5%
Partners in Prime	94.1%	96.4%	97.0%	94.4%	93.0%	98.1%	97.4%	94.0%
Warren County Community Service	95.0%	97.7%	94.3%	97.3%	97.1%	99.4%	96.7%	98.5%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	100.0%	98.5%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	98.0%	98.9%	100.0%	98.9%	100.0%	98.6%	98.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%
Partners in Prime	97.0%	99.0%	100.0%	99.4%	98.4%	100.0%	99.5%	97.6%
Warren County Community Service	98.9%	98.3%	99.4%	100.0%	98.8%	100.0%	98.7%	98.5%

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Mayerson JCC (Jewish Community Center)	98.2%	98.5%	100.0%	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	99.2%	98.9%	100.0%	99.0%	98.7%	99.3%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.0%	98.5%	99.0%	100.0%	98.9%	100.0%	100.0%	98.8%
Warren County Community Service	98.9%	98.9%	98.7%	100.0%	99.4%	100.0%	100.0%	99.5%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	96.0%	100.0%	100.0%	85.0%	100.0%	90.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	98.8%	98.8%	98.4%	99.4%	99.7%	97.1%	99.1%	97.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%
Partners in Prime	100.0%	98.0%	98.3%	100.0%	100.0%	100.0%	100.0%	99.6%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%	100.0%
Valley Transport LLC	99.3%	95.0%	96.4%	99.6%	96.8%	98.5%	95.0%	95.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.3%	100.0%	100.0%	100.0%	97.6%	100.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	94.1%	94.3%	100.0%	92.9%	96.2%	91.7%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	95.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.7%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	95.8%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	96.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	97.1%	97.2%	96.2%	96.4%	100.0%	95.8%	92.6%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	97.1%	97.2%	100.0%	96.4%	100.0%	91.7%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	80.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	95.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Partners in Prime	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	100.0%	100.0%	100.0%	100.0%	92.7%	97.0%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	97.1%	100.0%	100.0%	96.4%	100.0%	95.8%	96.2%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	97.7%	100.0%	100.0%	100.0%	97.6%	100.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	96.7%	97.1%	97.2%	100.0%	92.9%	96.2%	91.7%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	97.6%	95.3%	96.8%	100.0%	97.1%	97.6%	97.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Valley Transport LLC	96.8%	88.2%	88.9%	100.0%	96.4%	96.2%	95.8%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	80.0%	100.0%	100.0%	75.0%	100.0%	66.7%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	96.8%	100.0%	100.0%	95.1%	97.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	94.1%	97.2%	100.0%	100.0%	100.0%	95.8%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Kemper Shuttle Services	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	88.2%	94.4%	100.0%	96.4%	96.2%	95.8%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Appendix A: Methodology for SASI Analysis

Butler 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 1,255 SASIs collected from April 1, 2026 through June 30, 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