



Hamilton County



Provider Quality Report

Quarter 2, 2026

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Provider Activity	4
Adult Day Service	5
Consumer Directed Care	6
Home Care Assistance	7 - 8
Electronic Monitoring System	9
Home Delivered Meals	10
Home Medical Equipment	11
Home Modification	12
Independent Living Assistance	13
Major Housecleaning	14
Pest Control	15
Transportation	16

Satisfaction Metrics	
Service	Page(s)
SASI Counts	17
Home Care Assistance	18 - 23
Home Delivered Meals	24 - 26
Medical Transportation	27 - 32
Home52 Transportation Coordination	33

Appendix A: Methodology for SASI Analysis	34
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Provider Quality Report: Introduction

Hamilton County ESP

General Information:

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

Billable Unit Conversions:

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

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

Provider Quality Report: Provider Activity

Hamilton County ESP

Provider	Service No Longer Delivered	Termination Effective
Saint Joseph Construction	Minor Home Mod	12/26/2024
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
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Margaret's Heart Senior Day Center	Adult Day Service	6/2/2025
Vebcom LLC	Adult Day Service	8/7/2025
Aleph Transit, LLC (formerly Bethesda Medical Transportation)	Transportation	12/21/2025
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

Hamilton 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
360 Total Care, LLC	0	0	0	0	0	0	0	1	1
Active Day of Cincinnati	381	325	259	227	167	206	196	202	1,961
Bayley Life ADC	596	549	484	570	609	580	560	534	4,479
Day Share Senior Services	90	90	62	50	40	48	33	41	453
Lincoln Heights Outreach Inc.	254	242	191	188	173	164	129	165	1,505
Northwest Adult Services Pioneer Home Healthcare	26	31	31	27	10	0	0	0	125
Restoration Adult Day Services, LLC	0	0	0	24	57	78	60	40	257
Vebcom LLC	0	0	0	0	0	0	1	8	9
Total Billable Units	1,346	1,236	1,027	1,085	1,055	1,075	978	989	8,789

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
360 Total Care, LLC	0	0	0	0	0	0	0	0.05%	
Active Day of Cincinnati	28.31%	26.29%	25.23%	20.89%	15.78%	19.13%	20.05%	20.37%	
Bayley Life ADC	44.24%	44.38%	47.10%	52.56%	57.73%	53.93%	57.24%	53.94%	
Day Share Senior Services	6.65%	7.28%	6.04%	4.56%	3.79%	4.47%	3.38%	4.15%	
Lincoln Heights Outreach Inc.	18.87%	19.54%	18.61%	17.34%	16.40%	15.22%	13.15%	16.68%	
Northwest Adult Services Pioneer Home Healthcare	1.93%	2.51%	3.02%	2.49%	0.95%	0	0	0	
Restoration Adult Day Services, LLC	0	0	0	2.17%	5.36%	7.26%	6.09%	3.99%	
Vebcom LLC	0	0	0	0	0	0	0.10%	0.81%	
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
360 Total Care, LLC	0	0	0	0	0	0	0	1	1
Active Day of Cincinnati	17	15	13	13	10	12	14	16	14
Bayley Life ADC	26	23	26	25	24	26	32	25	26
Day Share Senior Services	4	4	4	2	3	3	4	3	3
Lincoln Heights Outreach Inc.	7	7	7	8	7	7	6	6	7
Northwest Adult Services Pioneer Home Healthcare	2	2	1	1	1	0	0	0	1
Restoration Adult Day Services, LLC	0	0	0	4	5	4	4	5	4
Vebcom LLC	0	0	0	0	0	0	1	1	1
Total Distinct Clients Served	56	51	51	53	50	52	61	57	10

Provider Quality Report: Service Metrics

Hamilton 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.	38,239	37,489	27,716	29,871	27,350	24,540	16,046	30,960	232,211
Total Billable Units	38,239	37,489	27,716	29,871	27,350	24,540	16,046	30,960	232,211

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.	440	428	399	389	351	339	322	355	378
Total Distinct Clients Served	440	428	399	389	351	339	322	355	378

Provider Quality Report: Service Metrics

Hamilton 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.	6,176	5,910	5,549	5,420	5,088	5,026	5,069	5,319	43,556
Total Billable Units	6,176	5,910	5,549	5,420	5,088	5,026	5,069	5,319	43,556

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%
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
Guardian Medical Monitoring, Inc.	2,124	2,083	2,056	1,913	1,821	1,782	1,823	1,906	1,939
Total Distinct Clients Served	2,124	2,083	2,056	1,913	1,821	1,782	1,823	1,906	1,939

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
A Best Home Care, Inc.	524	722	750	948	945	934	933	1,109	6,864
A Miracle Home Care	34,310	34,162	31,687	32,242	31,323	32,440	32,672	34,488	263,324
Always There Healthcare LLC	1,985	2,053	1,544	1,560	1,664	1,821	1,835	1,873	14,334
Amaramedical Health Care Services, Inc.	4,254	4,201	3,893	3,599	3,779	3,555	3,384	3,585	30,249
Assisted Care by Black Stone of CIN	3,755	3,834	3,587	3,726	3,576	3,293	2,714	2,608	27,093
Comfort and Care Home Health Agency, Inc.	286	231	235	203	30	5	9	0	999
Day Share Senior Services	374	395	325	474	604	592	669	933	4,364
Eastern Personnel Services, Inc.	761	1,188	988	1,055	1,848	1,093	614	851	8,396
Hillebrand Home Health	2,690	2,444	2,061	1,980	1,921	1,754	1,633	1,698	16,180
Interim Healthcare of Cincinnati Homestyles	3,168	3,011	2,474	2,436	2,266	2,015	1,219	2,380	18,969
LCD Home Health Agency	897	1,004	971	1,003	801	635	1,035	702	7,046
Nova Home Care	4,951	4,589	4,265	4,027	4,243	4,779	4,654	4,721	36,228
Prime Home Care, LLC	322	480	412	386	463	490	531	527	3,610
Quality Care	5,649	5,851	5,073	4,517	4,320	3,647	3,112	3,290	35,460
Right at Home	2,421	2,317	2,112	2,164	2,230	2,130	1,874	2,202	17,449
SH of Southern Ohio LLC	3,067	3,111	2,895	3,075	2,636	2,873	3,840	4,052	25,548
Superior Home Care, Inc.	4,974	4,809	4,090	4,104	3,952	3,915	3,738	3,825	33,407
Western Hills Home Care	1,101	1,017	765	837	828	852	840	835	7,074
Total Billable Units	75,484	75,416	68,126	68,335	67,426	66,822	65,304	69,678	556,590

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	0.69%	0.96%	1.10%	1.39%	1.40%	1.40%	1.43%	1.59%
A Miracle Home Care	45.45%	45.30%	46.51%	47.18%	46.46%	48.55%	50.03%	49.50%
Always There Healthcare LLC	2.63%	2.72%	2.27%	2.28%	2.47%	2.72%	2.81%	2.69%
Amaramedical Health Care Services, Inc.	5.63%	5.57%	5.71%	5.27%	5.60%	5.32%	5.18%	5.15%
Assisted Care by Black Stone of CIN	4.97%	5.08%	5.27%	5.45%	5.30%	4.93%	4.16%	3.74%
Comfort and Care Home Health Agency, Inc.	0.38%	0.31%	0.35%	0.30%	0.04%	0.01%	0.01%	0
Day Share Senior Services	0.49%	0.52%	0.48%	0.69%	0.90%	0.89%	1.02%	1.34%
Eastern Personnel Services, Inc.	1.01%	1.57%	1.45%	1.54%	2.74%	1.63%	0.94%	1.22%
Hillebrand Home Health	3.56%	3.24%	3.03%	2.90%	2.85%	2.62%	2.50%	2.44%
Interim Healthcare of Cincinnati Homestyles	4.20%	3.99%	3.63%	3.56%	3.36%	3.02%	1.87%	3.42%
LCD Home Health Agency	1.19%	1.33%	1.43%	1.47%	1.19%	0.95%	1.58%	1.01%
Nova Home Care	6.56%	6.08%	6.26%	5.89%	6.29%	7.15%	7.13%	6.78%
Prime Home Care, LLC	0.43%	0.64%	0.60%	0.56%	0.69%	0.73%	0.81%	0.76%
Quality Care	7.48%	7.76%	7.45%	6.61%	6.41%	5.46%	4.77%	4.72%
Right at Home	3.21%	3.07%	3.10%	3.17%	3.31%	3.19%	2.87%	3.16%
SH of Southern Ohio LLC	4.06%	4.12%	4.25%	4.50%	3.91%	4.30%	5.88%	5.81%
Superior Home Care, Inc.	6.59%	6.38%	6.00%	6.01%	5.86%	5.86%	5.72%	5.49%
Western Hills Home Care	1.46%	1.35%	1.12%	1.23%	1.23%	1.27%	1.29%	1.20%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	14	21	22	28	28	23	31	39	26
A Miracle Home Care	915	922	881	852	851	938	980	1,007	918
Always There Healthcare LLC	59	56	53	51	53	57	60	63	57
Amaramedical Health Care Services, Inc.	115	107	100	92	98	93	99	103	101
Assisted Care by Black Stone of CIN	96	95	93	91	87	79	69	61	84
Comfort and Care Home Health Agency, Inc.	5	3	3	3	2	2	1	0	3
Day Share Senior Services	8	9	10	12	16	16	17	26	14
Eastern Personnel Services, Inc.	35	50	41	40	48	41	30	29	39
Hillebrand Home Health	58	53	50	48	46	43	40	41	47
Interim Healthcare of Cincinnati Homestyles	89	83	76	69	63	57	51	48	67
LCD Home Health Agency	23	23	25	26	21	24	23	19	23
Nova Home Care	110	103	95	92	105	111	110	120	106
Prime Home Care, LLC	11	11	11	12	22	13	13	12	13
Quality Care	163	148	140	131	117	113	92	98	125
Right at Home	82	73	70	66	66	61	54	61	67
SH of Southern Ohio LLC	112	94	100	108	108	111	156	155	118
Superior Home Care, Inc.	157	138	125	118	120	121	124	119	128
Western Hills Home Care	30	29	22	23	23	25	26	23	25
Total Distinct Clients Served	2,082	2,018	1,917	1,862	1,874	1,928	1,976	2,024	110

Provider Quality Report: Service Metrics

Hamilton 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
Deupree Meals on Wheels	14,967	14,402	13,486	13,227	12,434	12,175	11,692	11,976	104,359
Mayerson JCC (Jewish Community Center)	26,971	27,446	21,421	25,395	24,081	23,909	23,386	25,102	197,711
Meals on Wheels of SW Ohio and Northern Kentucky	143,275	146,118	123,519	127,485	123,096	128,229	117,855	118,373	1,027,950
Total Billable Units	185,213	187,966	158,426	166,107	159,611	164,313	152,933	155,451	1,330,020

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	8.08%	7.66%	8.51%	7.96%	7.79%	7.41%	7.65%	7.70%
Mayerson JCC (Jewish Community Center)	14.56%	14.60%	13.52%	15.29%	15.09%	14.55%	15.29%	16.15%
Meals on Wheels of SW Ohio and Northern Kentucky	77.36%	77.74%	77.97%	76.75%	77.12%	78.04%	77.06%	76.15%
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
Deupree Meals on Wheels	205	200	199	189	181	171	175	179	187
Mayerson JCC (Jewish Community Center)	395	370	347	339	342	343	350	369	357
Meals on Wheels of SW Ohio and Northern Kentucky	2,097	1,986	1,885	1,830	1,818	1,799	1,752	1,736	1,863
Total Distinct Clients Served	2,697	2,556	2,431	2,358	2,341	2,313	2,277	2,284	802

Provider Quality Report: Service Metrics

Hamilton 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	0	0	0	0	0	2	3	8	13
American Ramp Systems	30	24	17	14	14	6	4	1	110
Bernens Medical	130	86	111	104	112	83	52	43	721
Home First	1	5	3	3	15	21	30	14	92
HomeCare Mattress Inc.	2	0	0	0	0	0	0	0	2
Janz Medical Supply	4	8	5	6	0	6	40	41	110
Stateline Medical Equipment	7	0	1	10	2	4	6	4	34
Total Billable Units	174	123	137	137	143	122	135	111	1,082

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
101 Mobility Cincinnati	0	0	0	0	0	1.64%	2.22%	7.21%
American Ramp Systems	17.24%	19.51%	12.41%	10.22%	9.79%	4.92%	2.96%	0.90%
Bernens Medical	74.71%	69.92%	81.02%	75.91%	78.32%	68.03%	38.52%	38.74%
Home First	0.57%	4.07%	2.19%	2.19%	10.49%	17.21%	22.22%	12.61%
HomeCare Mattress Inc.	1.15%	0	0	0	0	0	0	0
Janz Medical Supply	2.30%	6.50%	3.65%	4.38%	0	4.92%	29.63%	36.94%
Stateline Medical Equipment	4.02%	0	0.73%	7.30%	1.40%	3.28%	4.44%	3.60%
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	0	0	0	0	0	1	1	4	2
American Ramp Systems	9	10	6	5	5	2	2	1	5
Bernens Medical	97	65	84	77	91	63	40	36	69
Home First	1	5	3	3	15	19	29	14	11
HomeCare Mattress Inc.	2	0	0	0	0	0	0	0	2
Janz Medical Supply	4	7	3	6	0	6	26	24	11
Stateline Medical Equipment	7	0	1	10	2	4	6	3	5
Total Distinct Clients Served	120	87	97	101	113	95	104	82	19

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

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	0	0	0	3	5	9	4	5	26
American Ramp Systems	0	1	2	4	5	7	4	2	25
Arrow Heating Cooling and Home Maintenance, LLC	0	2	0	0	0	2	1	0	5
Custom Home Elevator & Lift Co. Inc.	1	1	5	1	3	3	0	0	14
Home First	4	5	9	8	7	3	3	9	48
HomeCare Mattress Inc.	2	0	0	1	0	1	0	0	4
MedAdapt Ltd.	13	9	5	3	9	8	4	7	58
Stateline Medical Equipment	12	6	10	5	10	8	14	6	71
Tri-State Maintenance	16	8	6	5	6	2	2	4	49
Total Billable Units	48	32	37	30	45	43	32	33	300

Market Share									
	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
101 Mobility Cincinnati	0	0	0	10.00%	11.11%	20.93%	12.50%	15.15%	
American Ramp Systems	0	3.13%	5.41%	13.33%	11.11%	16.28%	12.50%	6.06%	
Arrow Heating Cooling and Home Maintenance, LLC	0	6.25%	0	0	0	4.65%	3.13%	0	
Custom Home Elevator & Lift Co. Inc.	2.08%	3.13%	13.51%	3.33%	6.67%	6.98%	0	0	
Home First	8.33%	15.63%	24.32%	26.67%	15.56%	6.98%	9.38%	27.27%	
HomeCare Mattress Inc.	4.17%	0	0	3.33%	0	2.33%	0	0	
MedAdapt Ltd.	27.08%	28.13%	13.51%	10.00%	20.00%	18.60%	12.50%	21.21%	
Stateline Medical Equipment	25.00%	18.75%	27.03%	16.67%	22.22%	18.60%	43.75%	18.18%	
Tri-State Maintenance	33.33%	25.00%	16.22%	16.67%	13.33%	4.65%	6.25%	12.12%	
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	0	0	0	1	4	9	4	4	4
American Ramp Systems	0	1	1	2	2	3	2	1	2
Arrow Heating Cooling and Home Maintenance, LLC	0	1	0	0	0	2	1	0	1
Custom Home Elevator & Lift Co. Inc.	1	1	5	1	3	3	0	0	2
Home First	4	5	8	7	6	3	3	8	6
HomeCare Mattress Inc.	2	0	0	1	0	1	0	0	1
MedAdapt Ltd.	13	9	5	3	9	8	4	6	7
Stateline Medical Equipment	12	6	10	5	10	8	13	5	9
Tri-State Maintenance	16	8	6	5	6	2	2	4	6
Total Distinct Clients Served	48	31	35	25	40	39	29	28	5

Provider Quality Report: Service Metrics

Hamilton 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
Jewish Family Service	86	106	76	31	108	45	76	56	582
Meals on Wheels of SW Ohio and Northern Kentucky	488	497	449	386	338	359	386	373	3,273
Total Billable Units	573	602	525	417	446	404	461	429	3,856

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Jewish Family Service	14.92%	17.52%	14.52%	7.44%	24.24%	11.08%	16.38%	13.01%	
Meals on Wheels of SW Ohio and Northern Kentucky	85.08%	82.48%	85.48%	92.56%	75.76%	88.92%	83.62%	86.99%	
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
Jewish Family Service	16	13	12	9	12	10	10	9	11
Meals on Wheels of SW Ohio and Northern Kentucky	77	76	60	58	59	56	70	63	65
Total Distinct Clients Served	93	89	72	67	71	66	80	72	38

Provider Quality Report: Service Metrics

Hamilton 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	2	1	1	11	4	2	27
Total Billable Units	3	3	2	1	1	11	4	2	27

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

Provider Quality Report: Service Metrics

Hamilton 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	19	18	10	6	16	9	18	22	118
Total Billable Units	19	18	10	6	16	9	18	22	118

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	8	9	4	4	10	5	9	13	8
Total Distinct Clients Served	8	9	4	4	10	5	9	13	8

Provider Quality Report: Service Metrics

Hamilton 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
home52 Transportation	10,428	9,564	7,721	7,858	7,558	7,036	6,450	6,599	63,214
Total Billable Units	10,428	9,564	7,721	7,858	7,558	7,036	6,450	6,599	63,214

Market Share								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
home52 Transportation	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
home52 Transportation	720	689	613	625	612	588	578	585	626
Total Distinct Clients Served	720	689	613	625	612	588	578	585	626

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton 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.	5	7	11	10	6	6	6	8
A Miracle Home Care	413	319	327	282	247	237	295	218
Always There Healthcare LLC	27	27	16	18	23	11	20	16
Amaramedical Health Care Services, Inc.	50	34	26	32	32	25	32	18
Assisted Care by Black Stone of CIN	43	43	35	34	38	26	25	22
Comfort and Care Home Health Agency, Inc.	2	2	1	0	0	1	0	0
Day Share Senior Services	5	1	0	2	1	1	3	3
Eastern Personnel Services, Inc.	8	18	13	6	11	11	11	4
Hillebrand Home Health	23	18	15	13	15	8	14	10
Interim Healthcare of Cincinnati Homestyles	43	27	35	28	26	18	19	12
LCD Home Health Agency	6	13	4	7	7	11	8	3
Nova Home Care	49	31	28	37	25	28	22	34
Prime Home Care, LLC	1	4	5	4	7	6	4	1
Quality Care	59	68	59	45	40	34	26	29
Right at Home	29	24	25	22	18	20	18	14
SH of Southern Ohio LLC	42	37	34	33	30	30	39	34
Superior Home Care, Inc.	67	51	51	32	38	32	32	19
Western Hills Home Care	13	12	3	7	9	6	8	6

Home Delivered Meals

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	99	68	59	54	42	31	47	35
Mayerson JCC (Jewish Community Center)	144	117	129	132	102	86	97	83
Meals on Wheels of SW Ohio and Northern Kentucky	826	674	612	562	516	474	472	369

Medical Transportation

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	11	6	7	12	0	3	0	0
Aleph Transit	0	0	0	0	0	0	0	15
A-List Cleaning & Transportation	5	1	3	5	4	11	5	4
Bethesda Medical Transportation	12	10	25	27	9	6	27	0
Cincinnati Medical Transportation	1	0	0	0	0	0	0	0
Elite Xpress Transportation LLC	3	3	0	5	1	2	7	9
I Care Transportation LLC	2	2	8	18	6	3	7	6
LCD Agency Services	7	7	4	9	3	0	6	5
Meals on Wheels of SW Ohio and N. KY (CASS)	4	9	31	17	1	29	8	8
Meda-Care Transportation, Inc.	0	1	6	5	0	9	3	7
Ny's Transportation	1	0	0	0	0	1	0	0
Premier Transportation Solutions	8	2	3	2	0	0	0	0
Queen City Medical Transport	1	1	2	5	0	1	2	0
R Chappell Transportation	1	2	4	5	2	4	4	3
Redwood/Easterseals	1	0	0	0	0	0	0	0
Shaddai Transportation LLC	14	2	9	17	8	4	21	21
T & R Transportation	4	2	2	10	0	0	7	1
Timmons Tender Care	0	4	6	13	4	1	0	0
Traveling Seniors Transportation	4	1	3	7	3	1	0	0
Up and Walk Transportation	0	4	4	3	0	0	5	6

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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.	94.0%	95.7%	100.0%	89.4%	83.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.7%	96.8%	95.7%	96.6%	96.9%	97.9%	96.5%	96.3%
Always There Healthcare LLC	98.4%	93.9%	98.8%	91.2%	95.1%	100.0%	99.0%	93.7%
Amaramedical Health Care Services, Inc.	92.0%	97.0%	90.2%	94.3%	94.9%	99.2%	97.4%	100.0%
Assisted Care by Black Stone of CIN	93.9%	98.5%	96.7%	97.4%	96.2%	98.8%	99.0%	95.7%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	50.0%	No Data	No Data
Day Share Senior Services	98.0%	100.0%	No Data	60.0%	100.0%	90.0%	100.0%	80.0%
Eastern Personnel Services, Inc.	91.1%	81.5%	78.0%	83.3%	87.5%	87.3%	66.2%	100.0%
Hillebrand Home Health	97.7%	99.2%	97.3%	96.8%	93.2%	100.0%	100.0%	95.7%
Interim Healthcare of Cincinnati Homestyles	99.0%	98.5%	96.0%	98.1%	94.4%	100.0%	100.0%	99.1%
LCD Home Health Agency	98.3%	98.5%	100.0%	96.9%	98.3%	100.0%	100.0%	95.0%
Nova Home Care	98.9%	97.7%	93.0%	95.7%	98.8%	94.9%	93.0%	98.2%
Prime Home Care, LLC	90.0%	100.0%	98.0%	90.0%	82.9%	70.0%	100.0%	60.0%
Quality Care	94.5%	94.3%	91.2%	97.7%	96.7%	96.1%	97.7%	97.9%
Right at Home	95.1%	93.1%	92.8%	86.9%	98.3%	95.4%	94.8%	93.4%
SH of Southern Ohio LLC	96.3%	91.0%	93.6%	96.7%	79.6%	94.4%	97.8%	90.1%
Superior Home Care, Inc.	99.2%	98.3%	96.6%	99.0%	97.8%	97.5%	97.7%	98.8%
Western Hills Home Care	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	72.3%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2024	2024	2025	2025	2025	2025	2026	2026
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	97.3%	96.9%	95.9%	95.2%	96.9%	96.7%	96.0%
Always There Healthcare LLC	95.7%	92.0%	100.0%	88.9%	100.0%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	90.9%	94.1%	88.9%	93.5%	96.8%	100.0%	96.7%	100.0%
Assisted Care by Black Stone of CIN	85.7%	100.0%	92.9%	100.0%	93.8%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	75.0%	83.3%	80.0%	81.8%	62.5%	100.0%
Hillebrand Home Health	95.2%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	88.9%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	95.7%	96.9%	100.0%	95.2%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	94.4%	95.2%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Right at Home	100.0%	100.0%	96.0%	90.0%	100.0%	100.0%	100.0%	92.3%
SH of Southern Ohio LLC	100.0%	93.8%	92.6%	100.0%	79.2%	92.9%	100.0%	83.9%
Superior Home Care, Inc.	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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%

	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%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	98.3%	96.5%	97.7%	97.3%	96.5%	97.0%	96.6%
Always There Healthcare LLC	95.7%	96.2%	100.0%	88.9%	100.0%	100.0%	100.0%	93.3%
Amaramedical Health Care Services, Inc.	86.4%	93.5%	90.5%	93.8%	93.3%	100.0%	96.6%	100.0%
Assisted Care by Black Stone of CIN	85.7%	97.0%	92.3%	100.0%	93.8%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	66.7%	83.3%	80.0%	81.8%	66.7%	100.0%
Hillebrand Home Health	100.0%	92.3%	81.8%	100.0%	92.3%	100.0%	100.0%	88.9%
Interim Healthcare of Cincinnati Homestyles	97.6%	100.0%	100.0%	100.0%	91.3%	100.0%	100.0%	90.9%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	50.0%
Nova Home Care	100.0%	100.0%	87.0%	90.3%	100.0%	85.7%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	96.1%	98.4%	96.0%	97.6%	100.0%	96.9%	100.0%	96.3%
Right at Home	100.0%	100.0%	96.0%	89.5%	100.0%	100.0%	100.0%	92.3%
SH of Southern Ohio LLC	97.1%	91.4%	96.2%	96.7%	76.9%	89.7%	94.3%	87.1%
Superior Home Care, Inc.	98.3%	100.0%	97.8%	96.3%	97.0%	100.0%	96.7%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	91.9%	93.9%	90.7%	92.9%	92.6%	96.2%	92.8%	91.7%
Always There Healthcare LLC	96.3%	88.9%	93.8%	94.4%	91.3%	100.0%	94.7%	93.8%
Amaramedical Health Care Services, Inc.	93.8%	97.1%	96.2%	90.6%	93.8%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	88.4%	100.0%	91.4%	94.1%	94.6%	100.0%	100.0%	90.9%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	80.0%	100.0%	No Data	0.0%	100.0%	0.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	87.5%	76.5%	69.2%	66.7%	81.8%	81.8%	40.0%	100.0%
Hillebrand Home Health	90.9%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	95.1%	96.2%	88.2%	100.0%	88.5%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	98.0%	90.0%	85.7%	91.9%	91.7%	96.4%	90.9%	94.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%
Quality Care	87.9%	89.4%	83.1%	95.6%	95.0%	90.9%	96.2%	93.1%
Right at Home	79.3%	73.9%	80.0%	77.3%	83.3%	85.0%	88.2%	92.9%
SH of Southern Ohio LLC	87.8%	91.9%	94.1%	90.6%	55.2%	85.7%	94.9%	88.2%
Superior Home Care, Inc.	95.4%	98.0%	94.1%	96.9%	97.4%	96.9%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
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%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	99.3%	99.0%	98.5%	99.3%	100.0%	99.6%	98.3%	98.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	98.0%	97.1%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	94.4%	92.3%	100.0%	100.0%	100.0%	90.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	94.1%	100.0%	96.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	96.8%	96.4%	97.3%	100.0%	100.0%	95.5%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	100.0%	96.6%	97.8%	97.5%	100.0%	100.0%	100.0%
Right at Home	96.6%	95.8%	96.0%	90.9%	100.0%	100.0%	94.4%	100.0%
SH of Southern Ohio LLC	100.0%	91.9%	97.1%	100.0%	93.1%	100.0%	100.0%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

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.	80.0%	100.0%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	97.1%	96.5%	96.6%	98.2%	95.5%	98.3%	96.6%	97.2%
Always There Healthcare LLC	100.0%	96.3%	100.0%	94.4%	91.3%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	98.0%	100.0%	88.5%	96.9%	96.9%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	97.1%	100.0%	96.2%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	83.3%	76.9%	100.0%	90.0%	100.0%	80.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	96.8%	96.4%	97.3%	100.0%	96.4%	86.4%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	91.0%	89.8%	97.8%	95.0%	97.1%	100.0%	100.0%
Right at Home	96.4%	95.7%	92.0%	90.9%	100.0%	90.0%	88.9%	92.9%
SH of Southern Ohio LLC	97.6%	91.9%	94.1%	100.0%	82.8%	96.4%	100.0%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	90.0%	80.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.8%	95.9%	96.6%	97.2%	98.8%	98.3%	97.6%	96.8%
Always There Healthcare LLC	96.3%	100.0%	100.0%	94.4%	95.5%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	90.0%	100.0%	92.3%	93.8%	96.9%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	97.7%	100.0%	97.1%	97.1%	97.4%	100.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	88.9%	92.3%	83.3%	100.0%	90.9%	81.8%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	97.1%	100.0%	96.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	97.3%	100.0%	96.4%	95.5%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	93.2%	98.5%	89.8%	100.0%	97.5%	94.1%	96.2%	96.6%
Right at Home	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%	92.9%
SH of Southern Ohio LLC	95.2%	94.6%	94.1%	100.0%	96.6%	96.7%	97.4%	97.1%
Superior Home Care, Inc.	100.0%	98.0%	96.1%	100.0%	97.3%	93.8%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

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%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	98.3%	97.5%	96.6%	96.8%	99.2%	98.7%	99.0%	97.2%
Always There Healthcare LLC	100.0%	96.3%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	94.0%	100.0%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	97.7%	100.0%	100.0%	97.1%	97.4%	96.2%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	83.3%	92.3%	83.3%	90.9%	90.9%	90.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.3%	97.1%	96.4%	92.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	90.9%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	100.0%	93.2%	100.0%	97.4%	97.1%	100.0%	96.6%
Right at Home	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%	92.9%
SH of Southern Ohio LLC	97.6%	94.4%	97.1%	100.0%	96.6%	100.0%	97.4%	97.0%
Superior Home Care, Inc.	100.0%	98.0%	98.0%	100.0%	97.3%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

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

Historical Average: 90.3%	2024	2024	2025	2025	2025	2025	2026	2026
1/2 Historical Standard Deviation: 6.0%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	75.0%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.2%	98.3%	97.8%	96.2%	95.0%	98.2%	98.0%	96.5%
Always There Healthcare LLC	100.0%	84.0%	100.0%	78.6%	95.0%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	90.9%	96.9%	88.9%	93.5%	93.1%	100.0%	96.4%	100.0%
Assisted Care by Black Stone of CIN	93.5%	93.3%	96.2%	100.0%	93.3%	100.0%	90.5%	93.8%
Comfort and Care Home Health Agency, Inc.	0.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	85.7%	77.8%	69.2%	83.3%	88.9%	81.8%	55.6%	100.0%
Hillebrand Home Health	95.0%	100.0%	91.7%	91.7%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.6%	100.0%	92.6%	92.0%	95.7%	100.0%	100.0%	100.0%
LCD Home Health Agency	83.3%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	100.0%	90.0%	96.6%	100.0%	89.5%	94.1%	96.7%
Prime Home Care, LLC	0.0%	100.0%	80.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	94.2%	93.4%	91.8%	95.0%	97.1%	96.9%	100.0%	100.0%
Right at Home	96.3%	95.0%	88.0%	89.5%	100.0%	94.4%	87.5%	92.3%
SH of Southern Ohio LLC	97.3%	84.8%	85.2%	89.3%	72.0%	96.2%	93.9%	87.1%
Superior Home Care, Inc.	100.0%	95.1%	87.8%	100.0%	94.1%	100.0%	96.2%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Is your aide dependable?

Historical Average: 89.6%	2024	2024	2025	2025	2025	2025	2026	2026
1/2 Historical Standard Deviation: 6.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	95.1%	95.6%	93.1%	96.1%	96.7%	98.7%	92.9%	96.3%
Always There Healthcare LLC	100.0%	92.6%	93.8%	94.4%	91.3%	100.0%	95.0%	93.8%
Amaramedical Health Care Services, Inc.	90.0%	94.1%	88.5%	93.8%	90.6%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	95.3%	97.6%	100.0%	94.1%	94.7%	96.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	0.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	61.5%	66.7%	72.7%	81.8%	45.5%	100.0%
Hillebrand Home Health	95.5%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	88.9%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.3%	93.9%	96.4%	92.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	98.0%	93.5%	85.7%	97.3%	100.0%	92.9%	86.4%	94.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%
Quality Care	89.5%	84.8%	88.1%	95.5%	92.5%	94.1%	88.5%	96.6%
Right at Home	86.2%	91.7%	92.0%	81.8%	100.0%	95.0%	94.4%	92.9%
SH of Southern Ohio LLC	92.9%	81.1%	88.2%	93.9%	62.1%	89.7%	100.0%	85.3%
Superior Home Care, Inc.	98.5%	98.0%	94.1%	96.9%	97.4%	96.9%	96.9%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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	2024	2025	2025	2025	2025	2026	2026
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	95.6%	96.2%	93.5%	96.1%	98.4%	97.9%	96.2%	95.9%
Always There Healthcare LLC	100.0%	92.6%	100.0%	88.9%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	87.8%	96.9%	84.0%	93.8%	93.8%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	95.3%	97.6%	100.0%	97.1%	97.3%	100.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	84.6%	83.3%	90.9%	81.8%	50.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%	100.0%	90.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	96.4%	96.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	97.9%	100.0%	92.9%	94.4%	95.8%	96.4%	90.9%	97.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	94.8%	92.5%	89.7%	97.8%	95.0%	94.1%	96.2%	100.0%
Right at Home	96.6%	87.0%	96.0%	77.3%	100.0%	100.0%	94.4%	92.9%
SH of Southern Ohio LLC	97.6%	94.6%	97.1%	97.0%	82.1%	96.6%	100.0%	87.9%
Superior Home Care, Inc.	100.0%	98.0%	98.0%	100.0%	97.4%	96.9%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%

Provider Quality Report: Satisfaction Metrics¹

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

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
Deupree Meals on Wheels	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%
Mayerson JCC (Jewish Community Center)	99.3%	99.1%	100.0%	98.4%	99.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	98.9%	98.9%	99.2%	98.5%	99.3%	99.3%	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
Deupree Meals on Wheels	99.0%	98.5%	100.0%	96.2%	97.6%	100.0%	93.6%	97.0%
Mayerson JCC (Jewish Community Center)	96.5%	96.6%	94.5%	94.7%	98.0%	98.8%	96.9%	96.4%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	97.0%	97.5%	97.7%	98.4%	96.8%	98.3%	96.7%

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.7%	99.7%	99.6%	99.4%	99.8%	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	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	97.8%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	97.6%	99.0%	100.0%	95.3%	99.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	98.1%	98.4%	99.2%	98.7%	99.5%	98.1%	99.7%

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
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	98.3%	99.2%	100.0%	99.0%	100.0%	100.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	99.7%	99.3%	99.6%	99.6%	100.0%	99.8%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	94.9%	94.1%	100.0%	98.1%	97.6%	100.0%	95.7%	91.2%
Mayerson JCC (Jewish Community Center)	91.0%	95.7%	93.0%	96.2%	97.1%	100.0%	97.9%	96.4%
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	96.4%	96.7%	96.4%	97.1%	98.3%	97.0%	98.4%

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
Deupree Meals on Wheels	99.0%	98.5%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	100.0%	98.4%	99.2%	99.0%	98.8%	99.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.9%	99.0%	99.6%	99.0%	99.4%	99.8%	99.7%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton 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
360 Total Care LLC	100.0%	98.3%	98.6%	97.5%	No Data	96.7%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.8%	100.0%	97.3%	90.9%	100.0%
Bethesda Medical Transportation	99.2%	100.0%	99.2%	98.1%	100.0%	93.3%	96.9%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	98.7%	97.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	98.9%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	99.3%	97.6%	100.0%	98.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	80.0%	94.7%	91.9%	No Data	83.5%	73.3%	91.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	90.9%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	86.8%	No Data	100.0%	90.9%	No Data
R Chappell Transportation	100.0%	60.0%	97.5%	98.0%	90.9%	100.0%	100.0%	96.6%
Redwood/Easterseals	90.9%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	99.3%	100.0%	98.9%	98.8%	100.0%	100.0%	94.7%	97.6%
T & R Transportation	100.0%	100.0%	100.0%	87.9%	No Data	No Data	89.3%	90.9%
Timmons Tender Care	No Data	97.5%	95.0%	94.5%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	77.4%	No Data	No Data	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
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	85.7%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	92.3%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	91.7%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	96.7%	94.1%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	57.1%	66.7%	85.7%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	83.3%	91.7%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	88.5%	100.0%	100.0%	100.0%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	88.9%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	77.8%	96.8%	94.1%	100.0%	89.7%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	60.0%	No Data	55.6%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	60.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	95.2%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	83.3%	92.3%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	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
360 Total Care LLC	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	80.0%	No Data	100.0%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	95.2%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	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%

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	96.0%	96.2%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	66.7%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	0.0%	66.7%	100.0%	No Data	100.0%	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	84.6%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

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

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
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	90.5%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Medical Transportation SASI Scores

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

Provider Quality Report: Satisfaction Metrics

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	95.7%	100.0%	98.9%	95.6%	97.1%	100.0%	97.9%	100.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	9.0%	30.1%	30.1%	10.9%	12.1%	0.0%	14.9%	13.1%

Was scheduling your ride with the Transportation Coordination Center easy?

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	99.1%	98.7%	100.0%	100.0%	100.0%	98.8%

Was the Transportation Coordination staff kind and courteous?

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	99.1%	100.0%

Would you recommend home52 Transportation to a family member or friend?

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	91.4%	100.0%

Appendix A: Methodology for SASI Analysis

Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,159 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