



## Warren 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 - 21 |
| Home Delivered Meals   | 22 - 23 |
| Medical Transportation | 24 - 26 |

|                                           |    |
|-------------------------------------------|----|
| Appendix A: Methodology for SASI Analysis | 27 |
|-------------------------------------------|----|



# Provider Quality Report: Introduction

## Warren County ESP

### **General Information:**

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

### **Billable Unit Conversions:**

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

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

### **SASI Scoring:**

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

## Provider Quality Report: Provider Activity

### Warren County ESP

| Provider                               | Service No Longer Delivered | Termination Effective |
|----------------------------------------|-----------------------------|-----------------------|
| Heavenly Helpers                       | Home Care Assistance        | 7/5/2024              |
| HomeCare Mattress Inc.                 | Home Medical Equipment      | 12/15/2025            |
| 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   |
| Gabriels Angels Homecare, LLC                     | Home Care Assistance        | 7/15/2024  |
| Restoration Adult Day Services, LLC               | Adult Day Service           | 4/1/2025   |
| Meals on Wheels of SW Ohio, Kosher Meals          | Home Delivered Meals        | 6/2/2025   |
| AnswerCare LLC                                    | Home Care Assistance        | 6/9/2025   |
| Next Day Access (formerly HomeCare Mattress Inc.) | Home Medical Equipment      | 12/15/2025 |
| Vebcom LLC                                        | Adult Day Service           | 8/7/2025   |
| Go2-Pros                                          | Major Housecleaning Service | 3/9/2026   |
| Go2-Pros                                          | Pest Control                | 3/9/2026   |

| Provider                                         | Service On Hold        | Effective             |
|--------------------------------------------------|------------------------|-----------------------|
| Janz Medical Supply(formerly Mullaney Pharm&HHC) | Home Medical Equipment | 4/15/2025 - 10/8/2025 |

## Provider Quality Report: Service Metrics

### Warren 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 |
| Otterbein Lebanon Adult Day Service | 588        | 439        | 352        | 479        | 397        | 287        | 302        | 277        | 3,119                |
| Restoration Adult Day Services, LLC | 0          | 0          | 0          | 11         | 1          | 0          | 0          | 0          | 12                   |
| <b>Total Billable Units</b>         | <b>588</b> | <b>439</b> | <b>352</b> | <b>490</b> | <b>398</b> | <b>287</b> | <b>302</b> | <b>277</b> | <b>3,131</b>         |

| Market Share                        |                |                |                |                |                |                |                |                |  |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
|                                     | 2024           | 2024           | 2025           | 2025           | 2025           | 2025           | 2026           | 2026           |  |
| Provider Name                       | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             | Q2             |  |
| Otterbein Lebanon Adult Day Service | 100.00%        | 100.00%        | 100.00%        | 97.76%         | 99.75%         | 100.00%        | 100.00%        | 100.00%        |  |
| Restoration Adult Day Services, LLC | 0              | 0              | 0              | 2.24%          | 0.25%          | 0              | 0              | 0              |  |
| <b>Total Market Share</b>           | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

| Distinct Clients Served              |           |           |           |           |           |           |           |           |                              |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
|                                      | 2024      | 2024      | 2025      | 2025      | 2025      | 2025      | 2026      | 2026      |                              |
| Provider Name                        | Q3        | Q4        | Q1        | Q2        | Q3        | Q4        | Q1        | Q2        | Avg. Distinct Clients Served |
| Otterbein Lebanon Adult Day Service  | 25        | 21        | 19        | 24        | 18        | 17        | 17        | 21        | 20                           |
| Restoration Adult Day Services, LLC  | 0         | 0         | 0         | 1         | 1         | 0         | 0         | 0         | 1                            |
| <b>Total Distinct Clients Served</b> | <b>25</b> | <b>21</b> | <b>19</b> | <b>25</b> | <b>19</b> | <b>17</b> | <b>17</b> | <b>21</b> | <b>16</b>                    |

## Provider Quality Report: Service Metrics

### Warren 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.                 | 8,706        | 8,240        | 7,220        | 7,626        | 7,662        | 6,537        | 4,160        | 7,334        | 57,484               |
| <b>Total Billable Units</b> | <b>8,706</b> | <b>8,240</b> | <b>7,220</b> | <b>7,626</b> | <b>7,662</b> | <b>6,537</b> | <b>4,160</b> | <b>7,334</b> | <b>57,484</b>        |

| 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%        |  |
| <b>Total Market Share</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

| Distinct Clients Served              |            |            |           |           |           |           |           |           |                              |
|--------------------------------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
|                                      | 2024       | 2024       | 2025      | 2025      | 2025      | 2025      | 2026      | 2026      |                              |
| Provider Name                        | Q3         | Q4         | Q1        | Q2        | Q3        | Q4        | Q1        | Q2        | Avg. Distinct Clients Served |
| Palco, Inc.                          | 106        | 106        | 98        | 91        | 85        | 79        | 71        | 69        | 88                           |
| <b>Total Distinct Clients Served</b> | <b>106</b> | <b>106</b> | <b>98</b> | <b>91</b> | <b>85</b> | <b>79</b> | <b>71</b> | <b>69</b> | <b>88</b>                    |

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Care Assistance

| Billable Units                              |               |               |               |               |               |               |               |               |                      |
|---------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------|
| Provider Name                               | 2024<br>Q3    | 2024<br>Q4    | 2025<br>Q1    | 2025<br>Q2    | 2025<br>Q3    | 2025<br>Q4    | 2026<br>Q1    | 2026<br>Q2    | Total Billable Units |
| A Best Home Care, Inc.                      | 485           | 539           | 587           | 744           | 724           | 603           | 546           | 488           | 4,715                |
| A Miracle Home Care                         | 11,437        | 12,974        | 13,087        | 14,164        | 15,413        | 15,629        | 15,172        | 15,272        | 113,148              |
| AnswerCare LLC                              | 0             | 0             | 0             | 0             | 192           | 368           | 402           | 286           | 1,247                |
| Assisted Care by Black Stone of CIN         | 1,519         | 1,331         | 1,389         | 1,372         | 1,280         | 1,350         | 1,360         | 1,360         | 10,959               |
| Gabriels Angels Homecare, LLC               | 15            | 2             | 0             | 0             | 0             | 0             | 72            | 103           | 191                  |
| Interim Healthcare of Cincinnati Homestyles | 433           | 338           | 378           | 433           | 444           | 370           | 334           | 323           | 3,053                |
| Nova Home Care                              | 118           | 113           | 175           | 279           | 420           | 360           | 388           | 503           | 2,354                |
| Prime Home Care, LLC                        | 107           | 102           | 114           | 131           | 145           | 122           | 79            | 62            | 861                  |
| Quality Care                                | 35            | 102           | 178           | 220           | 218           | 221           | 122           | 68            | 1,163                |
| Senior Helpers of Dayton                    | 5             | 6             | 0             | 0             | 0             | 3             | 14            | 14            | 42                   |
| SH of Southern Ohio LLC                     | 1,402         | 1,399         | 1,319         | 1,314         | 1,209         | 1,353         | 1,365         | 1,211         | 10,571               |
| Superior Home Care, Inc.                    | 139           | 136           | 132           | 176           | 197           | 160           | 124           | 127           | 1,190                |
| <b>Total Billable Units</b>                 | <b>15,694</b> | <b>17,040</b> | <b>17,358</b> | <b>18,831</b> | <b>20,239</b> | <b>20,538</b> | <b>19,978</b> | <b>19,815</b> | <b>149,493</b>       |

| Market Share                                |                |                |                |                |                |                |                |                |  |
|---------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
| Provider Name                               | 2024<br>Q3     | 2024<br>Q4     | 2025<br>Q1     | 2025<br>Q2     | 2025<br>Q3     | 2025<br>Q4     | 2026<br>Q1     | 2026<br>Q2     |  |
| A Best Home Care, Inc.                      | 3.09%          | 3.16%          | 3.38%          | 3.95%          | 3.57%          | 2.94%          | 2.73%          | 2.46%          |  |
| A Miracle Home Care                         | 72.88%         | 76.14%         | 75.39%         | 75.21%         | 76.15%         | 76.10%         | 75.94%         | 77.07%         |  |
| AnswerCare LLC                              | 0              | 0              | 0              | 0              | 0.95%          | 1.79%          | 2.01%          | 1.44%          |  |
| Assisted Care by Black Stone of CIN         | 9.68%          | 7.81%          | 8.00%          | 7.28%          | 6.32%          | 6.57%          | 6.81%          | 6.86%          |  |
| Gabriels Angels Homecare, LLC               | 0.09%          | 0.01%          | 0              | 0              | 0              | 0              | 0.36%          | 0.52%          |  |
| Interim Healthcare of Cincinnati Homestyles | 2.76%          | 1.98%          | 2.18%          | 2.30%          | 2.19%          | 1.80%          | 1.67%          | 1.63%          |  |
| Nova Home Care                              | 0.75%          | 0.66%          | 1.01%          | 1.48%          | 2.07%          | 1.75%          | 1.94%          | 2.54%          |  |
| Prime Home Care, LLC                        | 0.68%          | 0.60%          | 0.66%          | 0.69%          | 0.71%          | 0.59%          | 0.40%          | 0.31%          |  |
| Quality Care                                | 0.22%          | 0.60%          | 1.03%          | 1.17%          | 1.08%          | 1.08%          | 0.61%          | 0.34%          |  |
| Senior Helpers of Dayton                    | 0.03%          | 0.04%          | 0              | 0              | 0              | 0.01%          | 0.07%          | 0.07%          |  |
| SH of Southern Ohio LLC                     | 8.93%          | 8.21%          | 7.60%          | 6.98%          | 5.97%          | 6.59%          | 6.83%          | 6.11%          |  |
| Superior Home Care, Inc.                    | 0.89%          | 0.80%          | 0.76%          | 0.93%          | 0.97%          | 0.78%          | 0.62%          | 0.64%          |  |
| <b>Total Market Share</b>                   | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

## Provider Quality Report: Service Metrics

### Warren 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.                      | 11         | 17         | 18         | 30         | 23         | 16         | 19         | 16         | 19                           |
| A Miracle Home Care                         | 395        | 435        | 446        | 478        | 554        | 584        | 594        | 622        | 514                          |
| AnswerCare LLC                              | 0          | 0          | 0          | 0          | 17         | 16         | 14         | 12         | 15                           |
| Assisted Care by Black Stone of CIN         | 42         | 40         | 40         | 36         | 37         | 35         | 39         | 40         | 39                           |
| Gabriels Angels Homecare, LLC               | 6          | 1          | 0          | 0          | 0          | 0          | 11         | 14         | 8                            |
| Interim Healthcare of Cincinnati Homestyles | 17         | 17         | 20         | 18         | 18         | 16         | 14         | 13         | 17                           |
| Nova Home Care                              | 8          | 10         | 12         | 14         | 21         | 15         | 23         | 25         | 16                           |
| Prime Home Care, LLC                        | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 3                            |
| Quality Care                                | 9          | 12         | 10         | 9          | 12         | 14         | 10         | 10         | 11                           |
| Senior Helpers of Dayton                    | 1          | 1          | 0          | 0          | 0          | 1          | 2          | 1          | 1                            |
| SH of Southern Ohio LLC                     | 60         | 56         | 67         | 65         | 69         | 80         | 71         | 63         | 66                           |
| Superior Home Care, Inc.                    | 12         | 13         | 11         | 17         | 16         | 15         | 9          | 8          | 13                           |
| <b>Total Distinct Clients Served</b>        | <b>564</b> | <b>605</b> | <b>627</b> | <b>670</b> | <b>771</b> | <b>795</b> | <b>810</b> | <b>828</b> | <b>67</b>                    |

## Provider Quality Report: Service Metrics

### Warren 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. | 2,746        | 2,840        | 2,706        | 2,906        | 2,936        | 2,926        | 2,994        | 3,035        | 23,087               |
| <b>Total Billable Units</b>       | <b>2,746</b> | <b>2,840</b> | <b>2,706</b> | <b>2,906</b> | <b>2,936</b> | <b>2,926</b> | <b>2,994</b> | <b>3,035</b> | <b>23,087</b>        |

| 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%        |  |
| <b>Total Market Share</b>         | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

| Distinct Clients Served              |            |              |            |            |              |              |              |              |                              |
|--------------------------------------|------------|--------------|------------|------------|--------------|--------------|--------------|--------------|------------------------------|
|                                      | 2024       | 2024         | 2025       | 2025       | 2025         | 2025         | 2026         | 2026         |                              |
| Provider Name                        | Q3         | Q4           | Q1         | Q2         | Q3           | Q4           | Q1           | Q2           | Avg. Distinct Clients Served |
| Guardian Medical Monitoring, Inc.    | 931        | 1,003        | 990        | 998        | 1,017        | 1,020        | 1,057        | 1,064        | 1,010                        |
| <b>Total Distinct Clients Served</b> | <b>931</b> | <b>1,003</b> | <b>990</b> | <b>998</b> | <b>1,017</b> | <b>1,020</b> | <b>1,057</b> | <b>1,064</b> | <b>1,010</b>                 |

## Provider Quality Report: Service Metrics

### Warren 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)           | 1,637         | 1,419         | 1,026         | 866           | 599           | 672           | 1,041         | 1,226         | 8,486                |
| Meals on Wheels of SW Ohio and Northern Kentucky | 3,616         | 3,885         | 3,648         | 3,894         | 4,399         | 4,220         | 3,972         | 4,119         | 31,753               |
| Warren County Community Service                  | 64,119        | 69,514        | 63,055        | 64,296        | 62,980        | 65,698        | 60,815        | 62,395        | 512,872              |
| <b>Total Billable Units</b>                      | <b>69,372</b> | <b>74,818</b> | <b>67,729</b> | <b>69,056</b> | <b>67,978</b> | <b>70,590</b> | <b>65,828</b> | <b>67,740</b> | <b>553,111</b>       |

| 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)           | 2.36%          | 1.90%          | 1.51%          | 1.25%          | 0.88%          | 0.95%          | 1.58%          | 1.81%          |
| Meals on Wheels of SW Ohio and Northern Kentucky | 5.21%          | 5.19%          | 5.39%          | 5.64%          | 6.47%          | 5.98%          | 6.03%          | 6.08%          |
| Warren County Community Service                  | 92.43%         | 92.91%         | 93.10%         | 93.11%         | 92.65%         | 93.07%         | 92.38%         | 92.11%         |
| <b>Total Market Share</b>                        | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |

| Distinct Clients Served                          |              |              |              |              |              |              |              |              |                              |
|--------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------------------|
|                                                  | 2024         | 2024         | 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)           | 30           | 26           | 20           | 18           | 11           | 12           | 17           | 18           | 19                           |
| Meals on Wheels of SW Ohio and Northern Kentucky | 64           | 60           | 66           | 69           | 81           | 77           | 71           | 77           | 71                           |
| Warren County Community Service                  | 1,019        | 1,021        | 995          | 1,000        | 972          | 968          | 984          | 984          | 993                          |
| <b>Total Distinct Clients Served</b>             | <b>1,113</b> | <b>1,107</b> | <b>1,081</b> | <b>1,087</b> | <b>1,064</b> | <b>1,057</b> | <b>1,072</b> | <b>1,079</b> | <b>361</b>                   |

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Medical Equipment

| Billable Units              |            |            |            |            |            |            |            |            |                      |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| Provider Name               | 2024<br>Q3 | 2024<br>Q4 | 2025<br>Q1 | 2025<br>Q2 | 2025<br>Q3 | 2025<br>Q4 | 2026<br>Q1 | 2026<br>Q2 | Total Billable Units |
| 101 Mobility Cincinnati     | 0          | 0          | 2          | 3          | 4          | 3          | 3          | 3          | 18                   |
| American Ramp Systems       | 23         | 11         | 9          | 4          | 5          | 2          | 0          | 0          | 54                   |
| Bernens Medical             | 8          | 5          | 1          | 0          | 5          | 0          | 0          | 0          | 19                   |
| Home First                  | 8          | 5          | 3          | 17         | 25         | 18         | 8          | 16         | 100                  |
| HomeCare Mattress Inc.      | 0          | 0          | 0          | 0          | 2          | 0          | 0          | 0          | 2                    |
| Janz Medical Supply         | 7          | 5          | 5          | 14         | 0          | 1          | 4          | 6          | 42                   |
| Stateline Medical Equipment | 30         | 6          | 6          | 10         | 7          | 14         | 7          | 10         | 90                   |
| <b>Total Billable Units</b> | <b>76</b>  | <b>32</b>  | <b>26</b>  | <b>48</b>  | <b>48</b>  | <b>38</b>  | <b>22</b>  | <b>35</b>  | <b>325</b>           |

| Market Share                |                |                |                |                |                |                |                |                |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name               | 2024<br>Q3     | 2024<br>Q4     | 2025<br>Q1     | 2025<br>Q2     | 2025<br>Q3     | 2025<br>Q4     | 2026<br>Q1     | 2026<br>Q2     |
| 101 Mobility Cincinnati     | 0              | 0              | 7.69%          | 6.25%          | 8.33%          | 7.89%          | 13.64%         | 8.57%          |
| American Ramp Systems       | 30.26%         | 34.38%         | 34.62%         | 8.33%          | 10.42%         | 5.26%          | 0              | 0              |
| Bernens Medical             | 10.53%         | 15.63%         | 3.85%          | 0              | 10.42%         | 0              | 0              | 0              |
| Home First                  | 10.53%         | 15.63%         | 11.54%         | 35.42%         | 52.08%         | 47.37%         | 36.36%         | 45.71%         |
| HomeCare Mattress Inc.      | 0              | 0              | 0              | 0              | 4.17%          | 0              | 0              | 0              |
| Janz Medical Supply         | 9.21%          | 15.63%         | 19.23%         | 29.17%         | 0              | 2.63%          | 18.18%         | 17.14%         |
| Stateline Medical Equipment | 39.47%         | 18.75%         | 23.08%         | 20.83%         | 14.58%         | 36.84%         | 31.82%         | 28.57%         |
| <b>Total Market Share</b>   | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |

| Distinct Clients Served              |            |            |            |            |            |            |            |            |                              |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|
| Provider Name                        | 2024<br>Q3 | 2024<br>Q4 | 2025<br>Q1 | 2025<br>Q2 | 2025<br>Q3 | 2025<br>Q4 | 2026<br>Q1 | 2026<br>Q2 | Avg. Distinct Clients Served |
| 101 Mobility Cincinnati              | 0          | 0          | 1          | 1          | 2          | 1          | 2          | 2          | 2                            |
| American Ramp Systems                | 7          | 4          | 3          | 2          | 2          | 1          | 0          | 0          | 3                            |
| Bernens Medical                      | 6          | 3          | 1          | 0          | 4          | 0          | 0          | 0          | 4                            |
| Home First                           | 7          | 4          | 3          | 13         | 21         | 14         | 7          | 14         | 10                           |
| HomeCare Mattress Inc.               | 0          | 0          | 0          | 0          | 2          | 0          | 0          | 0          | 2                            |
| Janz Medical Supply                  | 6          | 3          | 2          | 10         | 0          | 1          | 4          | 5          | 4                            |
| Stateline Medical Equipment          | 14         | 4          | 5          | 2          | 7          | 10         | 6          | 5          | 7                            |
| <b>Total Distinct Clients Served</b> | <b>40</b>  | <b>18</b>  | <b>15</b>  | <b>28</b>  | <b>38</b>  | <b>27</b>  | <b>19</b>  | <b>26</b>  | <b>5</b>                     |

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Modification

| Billable Units                                  |            |            |            |            |            |            |            |            |                      |
|-------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| Provider Name                                   | 2024<br>Q3 | 2024<br>Q4 | 2025<br>Q1 | 2025<br>Q2 | 2025<br>Q3 | 2025<br>Q4 | 2026<br>Q1 | 2026<br>Q2 | Total Billable Units |
| 101 Mobility Cincinnati                         | 0          | 0          | 0          | 0          | 6          | 2          | 4          | 0          | 12                   |
| American Ramp Systems                           | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1                    |
| Arrow Heating Cooling and Home Maintenance, LLC | 2          | 3          | 2          | 0          | 1          | 2          | 1          | 0          | 11                   |
| Custom Home Elevator & Lift Co. Inc.            | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 0          | 6                    |
| Home First                                      | 10         | 14         | 17         | 16         | 15         | 16         | 24         | 9          | 121                  |
| HomeCare Mattress Inc.                          | 0          | 0          | 1          | 1          | 1          | 0          | 0          | 0          | 3                    |
| MedAdapt Ltd.                                   | 10         | 7          | 6          | 11         | 13         | 7          | 14         | 4          | 72                   |
| Stateline Medical Equipment                     | 2          | 4          | 1          | 1          | 5          | 3          | 5          | 3          | 24                   |
| Tri-State Maintenance                           | 9          | 5          | 4          | 9          | 2          | 6          | 1          | 3          | 39                   |
| <b>Total Billable Units</b>                     | <b>33</b>  | <b>34</b>  | <b>32</b>  | <b>40</b>  | <b>44</b>  | <b>37</b>  | <b>50</b>  | <b>19</b>  | <b>289</b>           |

| Market Share                                    |                |                |                |                |                |                |                |                |
|-------------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Provider Name                                   | 2024<br>Q3     | 2024<br>Q4     | 2025<br>Q1     | 2025<br>Q2     | 2025<br>Q3     | 2025<br>Q4     | 2026<br>Q1     | 2026<br>Q2     |
| 101 Mobility Cincinnati                         | 0              | 0              | 0              | 0              | 13.64%         | 5.41%          | 8.00%          | 0              |
| American Ramp Systems                           | 0              | 0              | 0              | 2.50%          | 0              | 0              | 0              | 0              |
| Arrow Heating Cooling and Home Maintenance, LLC | 6.06%          | 8.82%          | 6.25%          | 0              | 2.27%          | 5.41%          | 2.00%          | 0              |
| Custom Home Elevator & Lift Co. Inc.            | 0              | 2.94%          | 3.13%          | 2.50%          | 2.27%          | 2.70%          | 2.00%          | 0              |
| Home First                                      | 30.30%         | 41.18%         | 53.13%         | 40.00%         | 34.09%         | 43.24%         | 48.00%         | 47.37%         |
| HomeCare Mattress Inc.                          | 0              | 0              | 3.13%          | 2.50%          | 2.27%          | 0              | 0              | 0              |
| MedAdapt Ltd.                                   | 30.30%         | 20.59%         | 18.75%         | 27.50%         | 29.55%         | 18.92%         | 28.00%         | 21.05%         |
| Stateline Medical Equipment                     | 6.06%          | 11.76%         | 3.13%          | 2.50%          | 11.36%         | 8.11%          | 10.00%         | 15.79%         |
| Tri-State Maintenance                           | 27.27%         | 14.71%         | 12.50%         | 22.50%         | 4.55%          | 16.22%         | 2.00%          | 15.79%         |
| <b>Total Market Share</b>                       | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |

| Distinct Clients Served                         |            |            |            |            |            |            |            |            |                              |
|-------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|
| Provider Name                                   | 2024<br>Q3 | 2024<br>Q4 | 2025<br>Q1 | 2025<br>Q2 | 2025<br>Q3 | 2025<br>Q4 | 2026<br>Q1 | 2026<br>Q2 | Avg. Distinct Clients Served |
| 101 Mobility Cincinnati                         | 0          | 0          | 0          | 0          | 5          | 2          | 4          | 0          | 4                            |
| American Ramp Systems                           | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1                            |
| Arrow Heating Cooling and Home Maintenance, LLC | 2          | 3          | 2          | 0          | 1          | 2          | 1          | 0          | 2                            |
| Custom Home Elevator & Lift Co. Inc.            | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 0          | 1                            |
| Home First                                      | 10         | 14         | 17         | 16         | 14         | 15         | 22         | 9          | 15                           |
| HomeCare Mattress Inc.                          | 0          | 0          | 1          | 1          | 1          | 0          | 0          | 0          | 1                            |
| MedAdapt Ltd.                                   | 10         | 7          | 6          | 11         | 13         | 7          | 13         | 4          | 9                            |
| Stateline Medical Equipment                     | 2          | 4          | 1          | 1          | 5          | 3          | 5          | 3          | 3                            |
| Tri-State Maintenance                           | 9          | 5          | 3          | 8          | 2          | 6          | 1          | 3          | 5                            |
| <b>Total Distinct Clients Served</b>            | <b>33</b>  | <b>34</b>  | <b>31</b>  | <b>39</b>  | <b>42</b>  | <b>36</b>  | <b>47</b>  | <b>19</b>  | <b>6</b>                     |

## Provider Quality Report: Service Metrics

### Warren 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 |
| Meals on Wheels of SW Ohio and Northern Kentucky | 37        | 43         | 53         | 40         | 19        | 73         | 88         | 131        | 484                  |
| Partners in Prime                                | 49        | 57         | 58         | 60         | 45        | 47         | 59         | 55         | 429                  |
| <b>Total Billable Units</b>                      | <b>85</b> | <b>100</b> | <b>112</b> | <b>100</b> | <b>64</b> | <b>120</b> | <b>147</b> | <b>186</b> | <b>913</b>           |

| Market Share                                     |                |                |                |                |                |                |                |                |  |
|--------------------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
|                                                  | 2024           | 2024           | 2025           | 2025           | 2025           | 2025           | 2026           | 2026           |  |
| Provider Name                                    | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             | Q2             |  |
| Meals on Wheels of SW Ohio and Northern Kentucky | 42.94%         | 42.75%         | 47.76%         | 40.35%         | 29.92%         | 61.04%         | 60.07%         | 70.34%         |  |
| Partners in Prime                                | 57.06%         | 57.25%         | 52.24%         | 59.65%         | 70.08%         | 38.96%         | 39.93%         | 29.66%         |  |
| <b>Total Market Share</b>                        | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

| Distinct Clients Served                          |           |           |           |           |           |           |           |           |                              |
|--------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------------------------|
|                                                  | 2024      | 2024      | 2025      | 2025      | 2025      | 2025      | 2026      | 2026      |                              |
| Provider Name                                    | Q3        | Q4        | Q1        | Q2        | Q3        | Q4        | Q1        | Q2        | Avg. Distinct Clients Served |
| Meals on Wheels of SW Ohio and Northern Kentucky | 13        | 18        | 19        | 11        | 15        | 19        | 23        | 30        | 19                           |
| Partners in Prime                                | 13        | 13        | 14        | 15        | 14        | 12        | 13        | 12        | 13                           |
| <b>Total Distinct Clients Served</b>             | <b>26</b> | <b>31</b> | <b>33</b> | <b>26</b> | <b>29</b> | <b>31</b> | <b>36</b> | <b>42</b> | <b>16</b>                    |

## Provider Quality Report: Service Metrics

### Warren 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        | 1        | 2        | 0        | 1        | 0        | 0        | 10                   |
| <b>Total Billable Units</b> | <b>3</b> | <b>3</b> | <b>1</b> | <b>2</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>10</b>            |

| 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%        | 0        | 100.00%        | 0        | 0        |  |
| <b>Total Market Share</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>0</b> | <b>100.00%</b> | <b>0</b> | <b>0</b> |  |

| 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        | 1        | 2        | 0        | 1        | 0        | 0        | 2                            |
| <b>Total Distinct Clients Served</b> | <b>3</b> | <b>3</b> | <b>1</b> | <b>2</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>2</b>                     |

## Provider Quality Report: Service Metrics

### Warren 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 | 5        | 13        | 8        | 14        | 6        | 7        | 4        | 2        | 59                   |
| <b>Total Billable Units</b>  | <b>5</b> | <b>13</b> | <b>8</b> | <b>14</b> | <b>6</b> | <b>7</b> | <b>4</b> | <b>2</b> | <b>59</b>            |

| 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%        |  |
| <b>Total Market Share</b>    | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |  |

| Distinct Clients Served              |          |          |          |          |          |          |          |          |                              |
|--------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|------------------------------|
|                                      | 2024     | 2024     | 2025     | 2025     | 2025     | 2025     | 2026     | 2026     |                              |
| Provider Name                        | Q3       | Q4       | Q1       | Q2       | Q3       | Q4       | Q1       | Q2       | Avg. Distinct Clients Served |
| Milts Termite & Pest Control         | 3        | 4        | 5        | 6        | 3        | 4        | 4        | 1        | 4                            |
| <b>Total Distinct Clients Served</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> | <b>3</b> | <b>4</b> | <b>4</b> | <b>1</b> | <b>4</b>                     |

## Provider Quality Report: Service Metrics

### Warren 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 |
| Meda-Care Transportation, Inc.  | 257          | 254          | 346          | 228          | 247          | 382          | 324          | 360          | 2,398                |
| Valley Transport LLC            | 380          | 326          | 290          | 240          | 235          | 174          | 152          | 182          | 1,979                |
| Warren County Community Service | 1,084        | 1,073        | 1,057        | 1,234        | 1,326        | 1,027        | 1,128        | 1,236        | 9,165                |
| <b>Total Billable Units</b>     | <b>1,721</b> | <b>1,653</b> | <b>1,693</b> | <b>1,702</b> | <b>1,808</b> | <b>1,583</b> | <b>1,604</b> | <b>1,778</b> | <b>13,542</b>        |

| Market Share                    |                |                |                |                |                |                |                |                |
|---------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|                                 | 2024           | 2024           | 2025           | 2025           | 2025           | 2025           | 2026           | 2026           |
| Provider Name                   | Q3             | Q4             | Q1             | Q2             | Q3             | Q4             | Q1             | Q2             |
| Meda-Care Transportation, Inc.  | 14.93%         | 15.37%         | 20.44%         | 13.40%         | 13.66%         | 24.13%         | 20.20%         | 20.25%         |
| Valley Transport LLC            | 22.08%         | 19.72%         | 17.13%         | 14.10%         | 13.00%         | 10.99%         | 9.48%          | 10.24%         |
| Warren County Community Service | 62.99%         | 64.91%         | 62.43%         | 72.50%         | 73.34%         | 64.88%         | 70.32%         | 69.52%         |
| <b>Total Market Share</b>       | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> |

| Distinct Clients Served              |            |            |            |            |            |            |            |            |                              |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|
|                                      | 2024       | 2024       | 2025       | 2025       | 2025       | 2025       | 2026       | 2026       |                              |
| Provider Name                        | Q3         | Q4         | Q1         | Q2         | Q3         | Q4         | Q1         | Q2         | Avg. Distinct Clients Served |
| Meda-Care Transportation, Inc.       | 36         | 36         | 39         | 35         | 35         | 36         | 39         | 41         | 37                           |
| Valley Transport LLC                 | 33         | 33         | 33         | 30         | 35         | 31         | 31         | 19         | 31                           |
| Warren County Community Service      | 118        | 109        | 113        | 120        | 120        | 111        | 120        | 127        | 117                          |
| <b>Total Distinct Clients Served</b> | <b>187</b> | <b>178</b> | <b>185</b> | <b>185</b> | <b>190</b> | <b>178</b> | <b>190</b> | <b>187</b> | <b>62</b>                    |

## Provider Quality Report: Satisfaction Metrics

### Warren County ESP

#### Warren 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    | 1    | 8    | 2    | 15   | 2    | 10   | 4    |
| A Miracle Home Care                         | 181  | 180  | 183  | 192  | 194  | 158  | 153  | 185  |
| AnswerCare LLC                              | 0    | 0    | 0    | 0    | 3    | 4    | 5    | 3    |
| Assisted Care by Black Stone of CIN         | 20   | 21   | 22   | 11   | 14   | 13   | 12   | 14   |
| Gabriels Angels Homecare, LLC               | 0    | 0    | 0    | 0    | 0    | 0    | 2    | 3    |
| Interim Healthcare of Cincinnati Homestyles | 6    | 7    | 13   | 10   | 3    | 8    | 5    | 5    |
| Nova Home Care                              | 6    | 4    | 3    | 4    | 5    | 4    | 6    | 5    |
| Prime Home Care, LLC                        | 2    | 2    | 0    | 2    | 1    | 0    | 0    | 0    |
| Quality Care                                | 5    | 3    | 5    | 4    | 4    | 2    | 3    | 1    |
| Senior Helpers of Dayton                    | 0    | 1    | 0    | 0    | 0    | 0    | 0    | 0    |
| SH of Southern Ohio LLC                     | 25   | 24   | 23   | 20   | 23   | 17   | 31   | 19   |
| Superior Home Care, Inc.                    | 6    | 7    | 3    | 3    | 3    | 5    | 1    | 0    |

| 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)           | 10   | 13   | 8    | 4    | 8    | 2    | 1    | 8    |
| Meals on Wheels of SW Ohio and Northern Kentucky | 17   | 26   | 15   | 30   | 24   | 28   | 16   | 33   |
| Warren County Community Service                  | 434  | 428  | 437  | 327  | 319  | 258  | 262  | 259  |

| Medical Transportation          |      |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|------|
|                                 | 2024 | 2024 | 2025 | 2025 | 2025 | 2025 | 2026 | 2026 |
| Provider Name                   | Q3   | Q4   | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Meda-Care Transportation, Inc.  | 26   | 29   | 29   | 18   | 23   | 18   | 22   | 16   |
| Valley Transport LLC            | 16   | 19   | 24   | 17   | 16   | 17   | 10   | 11   |
| Warren County Community Service | 70   | 80   | 92   | 70   | 47   | 54   | 61   | 50   |

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

## Warren 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%  | 89.0%   | 100.0%  | 99.2%   | 80.0%   | 100.0%  | 100.0%  |
| A Miracle Home Care                         | 97.5%   | 97.9%   | 98.8%   | 97.8%   | 98.3%   | 95.9%   | 99.1%   | 97.5%   |
| AnswerCare LLC                              | No Data | No Data | No Data | No Data | 65.0%   | 87.5%   | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN         | 96.2%   | 99.5%   | 99.0%   | 100.0%  | 97.8%   | 100.0%  | 100.0%  | 98.8%   |
| Gabriels Angels Homecare, LLC               | No Data | No Data | No Data | No Data | No Data | No Data | 90.0%   | 73.3%   |
| Interim Healthcare of Cincinnati Homestyles | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 92.5%   |
| Nova Home Care                              | 82.0%   | 100.0%  | 100.0%  | 100.0%  | 96.0%   | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                        | 90.0%   | 90.0%   | No Data | 80.0%   | 100.0%  | No Data | No Data | No Data |
| Quality Care                                | 75.5%   | 85.0%   | 85.5%   | 91.7%   | 97.5%   | 100.0%  | 100.0%  | 60.0%   |
| Senior Helpers of Dayton                    | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                     | 94.4%   | 93.0%   | 93.6%   | 91.7%   | 93.0%   | 97.6%   | 95.2%   | 94.1%   |
| Superior Home Care, Inc.                    | 85.7%   | 97.1%   | 100.0%  | 100.0%  | 100.0%  | 96.0%   | 80.0%   | No Data |

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

| 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%  | 100.0%  | 100.0%  | 50.0%   | 100.0%  | 100.0%  |
| A Miracle Home Care                                                                 | 96.4%   | 98.2%   | 99.4%   | 98.2%   | 97.4%   | 96.5%   | 99.3%   | 96.4%   |
| AnswerCare LLC                                                                      | No Data | No Data | No Data | No Data | 0.0%    | 50.0%   | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN                                                 | 94.4%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC                                                       | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 33.3%   |
| Interim Healthcare of Cincinnati Homestyles                                         | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 75.0%   |
| Nova Home Care                                                                      | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                                                                | 100.0%  | 100.0%  | No Data | 0.0%    | 100.0%  | No Data | No Data | No Data |
| Quality Care                                                                        | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 0.0%    |
| Senior Helpers of Dayton                                                            | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                                                             | 89.5%   | 90.5%   | 95.5%   | 82.4%   | 85.0%   | 100.0%  | 84.6%   | 86.7%   |
| Superior Home Care, Inc.                                                            | 83.3%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | No Data |

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

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

## Warren County ESP

### Home Care Assistance SASI Scores

#### 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.                      | 100.0%  | 100.0%  | 87.5%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                         | 96.7%   | 96.6%   | 96.1%   | 96.8%   | 93.2%   | 89.8%   | 97.4%   | 95.7%   |
| AnswerCare LLC                              | No Data | No Data | No Data | No Data | 66.7%   | 75.0%   | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN         | 89.5%   | 100.0%  | 95.5%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC               | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  |
| Interim Healthcare of Cincinnati Homestyles | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                              | 33.3%   | 100.0%  | 100.0%  | 100.0%  | 80.0%   | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                        | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                | 40.0%   | 50.0%   | 80.0%   | 50.0%   | 100.0%  | 100.0%  | 100.0%  | 0.0%    |
| Senior Helpers of Dayton                    | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                     | 95.7%   | 91.7%   | 91.3%   | 85.0%   | 95.2%   | 82.4%   | 93.5%   | 88.9%   |
| Superior Home Care, Inc.                    | 83.3%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | No Data |

#### Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

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

#### Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

|                                             | 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%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                         | 98.9%   | 98.9%   | 100.0%  | 98.4%   | 100.0%  | 98.1%   | 100.0%  | 98.4%   |
| AnswerCare LLC                              | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN         | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC               | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  |
| Interim Healthcare of Cincinnati Homestyles | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                              | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                        | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Senior Helpers of Dayton                    | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                     | 95.8%   | 95.8%   | 95.7%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Superior Home Care, Inc.                    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | No Data |

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

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

## Warren County ESP

### Home Care Assistance SASI Scores

| Does your aide do a good job?               |         |         |         |         |         |         |         |         |
|---------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 93.7%                   |         |         |         |         |         |         |         |         |
| ½ Historical Standard Deviation: 3.5%       |         |         |         |         |         |         |         |         |
| Provider Name                               | 2024    | 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%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                         | 97.8%   | 97.2%   | 98.4%   | 97.9%   | 99.5%   | 96.8%   | 99.3%   | 97.3%   |
| AnswerCare LLC                              | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN         | 95.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC               | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 33.3%   |
| Interim Healthcare of Cincinnati Homestyles | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                              | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                        | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                | 100.0%  | 100.0%  | 60.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Senior Helpers of Dayton                    | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                     | 95.8%   | 100.0%  | 91.3%   | 100.0%  | 95.5%   | 100.0%  | 100.0%  | 89.5%   |
| Superior Home Care, Inc.                    | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | No Data |

| Does your aide do the things you ask them to do? |         |         |         |         |         |         |         |         |
|--------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 95.7%                        |         |         |         |         |         |         |         |         |
| ½ Historical Standard Deviation: 3.0%            |         |         |         |         |         |         |         |         |
| 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%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                              | 97.8%   | 98.3%   | 98.9%   | 97.9%   | 100.0%  | 98.1%   | 98.7%   | 97.8%   |
| AnswerCare LLC                                   | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN              | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC                    | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 100.0%  |
| Interim Healthcare of Cincinnati Homestyles      | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                                   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                             | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                     | 100.0%  | 100.0%  | 80.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Senior Helpers of Dayton                         | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                          | 95.8%   | 100.0%  | 91.3%   | 100.0%  | 95.7%   | 100.0%  | 100.0%  | 100.0%  |
| Superior Home Care, Inc.                         | 100.0%  | 85.7%   | 100.0%  | 100.0%  | 100.0%  | 80.0%   | 100.0%  | No Data |

| If your aide is not available, are you offered another aide? |         |         |         |         |         |         |         |         |
|--------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 90.3%                                    |         |         |         |         |         |         |         |         |
| ½ Historical Standard Deviation: 6.0%                        |         |         |         |         |         |         |         |         |
| 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%  | 40.0%   | 100.0%  | 92.3%   | 50.0%   | 100.0%  | 100.0%  |
| A Miracle Home Care                                          | 97.4%   | 97.4%   | 97.8%   | 96.7%   | 99.3%   | 97.7%   | 99.2%   | 98.0%   |
| AnswerCare LLC                                               | No Data | No Data | No Data | No Data | 0.0%    | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN                          | 94.1%   | 94.7%   | 95.0%   | 100.0%  | 77.8%   | 100.0%  | 100.0%  | 87.5%   |
| Gabriels Angels Homecare, LLC                                | No Data | No Data | No Data | No Data | No Data | No Data | 0.0%    | 100.0%  |
| Interim Healthcare of Cincinnati Homestyles                  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 50.0%   |
| Nova Home Care                                               | 83.3%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                                         | 0.0%    | 0.0%    | No Data | 0.0%    | 100.0%  | No Data | No Data | No Data |
| Quality Care                                                 | 20.0%   | 50.0%   | 75.0%   | 66.7%   | 75.0%   | 100.0%  | 100.0%  | 0.0%    |
| Senior Helpers of Dayton                                     | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                                      | 93.3%   | 78.9%   | 88.2%   | 86.7%   | 87.5%   | 100.0%  | 87.5%   | 86.7%   |
| Superior Home Care, Inc.                                     | 40.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 0.0%    | No Data |

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

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

## Warren County ESP

### Home Care Assistance SASI Scores

| Is your aide dependable?                    |         |         |         |         |         |         |         |         |
|---------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Historical Average: 89.6%                   |         |         |         |         |         |         |         |         |
| ½ Historical Standard Deviation: 6.4%       |         |         |         |         |         |         |         |         |
| Provider Name                               | 2024    | 2024    | 2025    | 2025    | 2025    | 2025    | 2026    | 2026    |
|                                             | Q3      | Q4      | Q1      | Q2      | Q3      | Q4      | Q1      | Q2      |
| A Best Home Care, Inc.                      | 100.0%  | 100.0%  | 75.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| A Miracle Home Care                         | 97.2%   | 97.2%   | 99.5%   | 97.4%   | 97.4%   | 92.9%   | 98.0%   | 97.3%   |
| AnswerCare LLC                              | No Data | No Data | No Data | No Data | 66.7%   | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN         | 94.7%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC               | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 33.3%   |
| Interim Healthcare of Cincinnati Homestyles | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                              | 40.0%   | 100.0%  | 100.0%  | 100.0%  | 80.0%   | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                        | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                | 40.0%   | 50.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 0.0%    |
| Senior Helpers of Dayton                    | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                     | 95.8%   | 91.7%   | 91.3%   | 80.0%   | 95.5%   | 94.1%   | 90.3%   | 89.5%   |
| Superior Home Care, Inc.                    | 83.3%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 80.0%   | 100.0%  | No Data |

| 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.                                                   | 100.0%  | 100.0%  | 87.5%   | 100.0%  | 100.0%  | 50.0%   | 100.0%  | 100.0%  |
| A Miracle Home Care                                                      | 96.1%   | 97.2%   | 98.4%   | 96.3%   | 99.0%   | 96.1%   | 100.0%  | 97.8%   |
| AnswerCare LLC                                                           | No Data | No Data | No Data | No Data | 66.7%   | 100.0%  | 100.0%  | 100.0%  |
| Assisted Care by Black Stone of CIN                                      | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Gabriels Angels Homecare, LLC                                            | No Data | No Data | No Data | No Data | No Data | No Data | 100.0%  | 33.3%   |
| Interim Healthcare of Cincinnati Homestyles                              | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Nova Home Care                                                           | 80.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Prime Home Care, LLC                                                     | 100.0%  | 100.0%  | No Data | 100.0%  | 100.0%  | No Data | No Data | No Data |
| Quality Care                                                             | 75.0%   | 100.0%  | 80.0%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  |
| Senior Helpers of Dayton                                                 | No Data | 100.0%  | No Data | No Data | No Data | No Data | No Data | No Data |
| SH of Southern Ohio LLC                                                  | 95.8%   | 95.7%   | 91.3%   | 94.7%   | 91.3%   | 100.0%  | 100.0%  | 100.0%  |
| Superior Home Care, Inc.                                                 | 66.7%   | 85.7%   | 100.0%  | 100.0%  | 100.0%  | 100.0%  | 100.0%  | No Data |

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

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

## Warren 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)           | 100.0% | 100.0% | 100.0% | 100.0% | 98.4% | 93.8%  | 100.0% | 96.1% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 98.5%  | 98.6%  | 98.3%  | 99.1%  | 96.4% | 100.0% | 97.7%  | 98.9% |
| Warren County Community Service                  | 99.5%  | 99.8%  | 99.3%  | 99.4%  | 99.4% | 99.5%  | 99.7%  | 99.7% |

| 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% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3%  |
| Meals on Wheels of SW Ohio and Northern Kentucky     | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service                      | 99.2%  | 99.7%  | 99.5%  | 99.6%  | 99.6%  | 99.5%  | 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)           | 100.0% | 100.0% | 100.0% | 100.0% | 87.5% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 96.2%  | 93.3%  | 100.0% | 95.8% | 100.0% | 93.8%  | 97.0%  |
| Warren County Community Service                  | 98.4%  | 99.5%  | 98.8%  | 98.5%  | 98.7% | 99.2%  | 98.5%  | 100.0% |

| 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% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 87.5%  | 100.0% | 100.0% | 100.0% |
| Warren County Community Service                  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.6%  | 100.0% | 100.0% |

| Do the people at [HDM Service Provider] let you know about changes to your service? |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Historical Average: 97.9%                                                           |        |        |        |        |        |        |        |        |
| ½ Historical Standard Deviation: 1.6%                                               |        |        |        |        |        |        |        |        |
|                                                                                     | 2024   | 2024   | 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% | 100.0% | 100.0% | 100.0% | 100.0% | 85.7%  |
| Meals on Wheels of SW Ohio and Northern Kentucky                                    | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service                                                     | 99.5%  | 100.0% | 100.0% | 99.7%  | 99.3%  | 100.0% | 100.0% | 100.0% |

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

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

## Warren County ESP

### Home Delivered Meals SASI Scores

#### 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)           | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service                  | 100.0% | 100.0% | 99.8%  | 99.7%  | 100.0% | 99.6%  | 100.0% | 100.0% |

#### 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)           | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 50.0%  | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 88.2%  | 96.2%  | 93.3%  | 93.1%  | 87.5%  | 100.0% | 93.8%  | 97.0%  |
| Warren County Community Service                  | 99.1%  | 99.3%  | 97.5%  | 98.8%  | 98.4%  | 99.6%  | 100.0% | 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     |
| Mayerson JCC (Jewish Community Center)           | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 96.2%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Warren County Community Service                  | 100.0% | 100.0% | 99.1%  | 99.1%  | 99.7%  | 98.8%  | 99.2%  | 99.6%  |

#### 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)           | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Meals on Wheels of SW Ohio and Northern Kentucky | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 93.8%  | 97.0%  |
| Warren County Community Service                  | 99.5%  | 99.5%  | 99.8%  | 100.0% | 99.7%  | 99.6%  | 99.6%  | 99.6%  |

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

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

## Warren 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     |
| Meda-Care Transportation, Inc.  | 96.8%  | 100.0% | 100.0% | 100.0% | 98.3%  | 97.8% | 100.0% | 99.4%  |
| Valley Transport LLC            | 100.0% | 100.0% | 98.7%  | 100.0% | 87.3%  | 88.0% | 83.0%  | 97.3%  |
| Warren County Community Service | 99.8%  | 100.0% | 99.3%  | 98.8%  | 100.0% | 99.6% | 99.8%  | 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     |
| Meda-Care Transportation, Inc.                 | 96.0%  | 100.0% | 100.0% | 100.0% | 95.7%  | 94.4%  | 100.0% | 100.0% |
| Valley Transport LLC                           | 100.0% | 100.0% | 95.7%  | 100.0% | 73.3%  | 86.7%  | 80.0%  | 90.9%  |
| Warren County Community Service                | 98.5%  | 100.0% | 97.8%  | 95.7%  | 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     |
| Meda-Care Transportation, Inc.                | 96.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Valley Transport LLC                          | 100.0% | 100.0% | 100.0% | 100.0% | 86.7%  | 93.3%  | 90.0%  | 100.0% |
| Warren County Community Service               | 100.0% | 100.0% | 98.9%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

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

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

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

## Warren County ESP

### Medical Transportation SASI Scores

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

|                                 | 2024   | 2024   | 2025   | 2025   | 2025   | 2025   | 2026   | 2026   |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Provider Name                   | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1     | Q2     |
| Meda-Care Transportation, Inc.  | 96.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Valley Transport LLC            | 100.0% | 100.0% | 100.0% | 100.0% | 93.3%  | 86.7%  | 80.0%  | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

#### Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

|                                 | 2024   | 2024   | 2025   | 2025   | 2025   | 2025   | 2026   | 2026   |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Provider Name                   | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1     | Q2     |
| Meda-Care Transportation, Inc.  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Valley Transport LLC            | 100.0% | 100.0% | 100.0% | 100.0% | 86.7%  | 86.7%  | 80.0%  | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 98.9%  | 98.6%  | 100.0% | 100.0% | 100.0% | 100.0% |

#### 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     |
| Meda-Care Transportation, Inc.  | 96.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Valley Transport LLC            | 100.0% | 100.0% | 100.0% | 100.0% | 93.3%  | 86.7%  | 90.0%  | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

#### Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

|                                 | 2024   | 2024   | 2025   | 2025   | 2025   | 2025   | 2026   | 2026   |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Provider Name                   | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1     | Q2     |
| Meda-Care Transportation, Inc.  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Valley Transport LLC            | 100.0% | 100.0% | 95.7%  | 100.0% | 86.7%  | 93.3%  | 90.0%  | 100.0% |
| Warren County Community Service | 100.0% | 100.0% | 100.0% | 98.6%  | 100.0% | 100.0% | 100.0% | 100.0% |

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

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

## Warren County ESP

### Medical Transportation SASI Scores

| Does the service get you home from your appointment in a reasonable amount of time? |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Historical Average: 93.1%                                                           |        |        |        |        |        |        |        |        |
| ½ Historical Standard Deviation: 4.5%                                               |        |        |        |        |        |        |        |        |
|                                                                                     | 2024   | 2024   | 2025   | 2025   | 2025   | 2025   | 2026   | 2026   |
| Provider Name                                                                       | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1     | Q2     |
| Meda-Care Transportation, Inc.                                                      | 91.7%  | 100.0% | 100.0% | 100.0% | 95.7%  | 94.4%  | 100.0% | 93.8%  |
| Valley Transport LLC                                                                | 100.0% | 100.0% | 95.7%  | 100.0% | 86.7%  | 86.7%  | 80.0%  | 90.9%  |
| Warren County Community Service                                                     | 100.0% | 100.0% | 100.0% | 98.5%  | 100.0% | 100.0% | 100.0% | 100.0% |

  

| Is the ride a pleasant experience?    |        |        |        |        |        |        |        |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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     |
| Meda-Care Transportation, Inc.        | 100.0% | 100.0% | 100.0% | 100.0% | 95.7%  | 94.4%  | 100.0% | 100.0% |
| Valley Transport LLC                  | 100.0% | 100.0% | 100.0% | 100.0% | 93.3%  | 86.7%  | 80.0%  | 100.0% |
| Warren County Community Service       | 100.0% | 100.0% | 97.8%  | 100.0% | 100.0% | 100.0% | 98.3%  | 100.0% |

  

| Would you recommend [Transportation Service Provider] to a family member or friend? |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Historical Average: 96.8%                                                           |        |        |        |        |        |        |        |        |
| ½ Historical Standard Deviation: 2.4%                                               |        |        |        |        |        |        |        |        |
|                                                                                     | 2024   | 2024   | 2025   | 2025   | 2025   | 2025   | 2026   | 2026   |
| Provider Name                                                                       | Q3     | Q4     | Q1     | Q2     | Q3     | Q4     | Q1     | Q2     |
| Meda-Care Transportation, Inc.                                                      | 96.0%  | 100.0% | 100.0% | 100.0% | 95.7%  | 94.4%  | 100.0% | 100.0% |
| Valley Transport LLC                                                                | 100.0% | 100.0% | 100.0% | 100.0% | 80.0%  | 86.7%  | 80.0%  | 90.9%  |
| Warren County Community Service                                                     | 100.0% | 100.0% | 100.0% | 97.1%  | 100.0% | 100.0% | 100.0% | 100.0% |

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

## Appendix A: Methodology for SASI Analysis

### Warren County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 708 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 2, 2023 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

| SASI Scores Color Coding Legend |                                                                                                |
|---------------------------------|------------------------------------------------------------------------------------------------|
| 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                                                                  |