AGENDA
HCESP Advisory Council Meeting

December 3, 2026 | 2:00 pm – 3:30 pm

COA Office

4601 Malsbary Rd, Blue Ash, OH 45242 - Board Room

https://teams.microsoft.com/meet/2119914105166486?p=Q1FXP48X9CF3yMIgKG

Meeting ID: 211 991 410 516 648 6 | Passcode: Xg9uc66e

CALL TO ORDER	2:00	Janice Hunter
APPROVAL OF MINUTES ❖ September 24, 2026 Minutes (Action Needed)	2:00	Janice Hunter
QUARTERLY REPORTS ❖ Program Dashboard & Financial Report ❖ Program Update Report ○ Provider Monitoring Review Schedule ❖ Provider Quality Report	2:00-2:10 2:10-2:20 2:20-2:30	Kim Clark & Ronnie Spears Antoinette Moore Antoinette Moore
OLD BUSINESS ❖ Service Specification & Conditions of Participation Changes (Action Needed) ❖ Client Cost Share Update ❖ CareDirector/COAR ❖ Steps to Stability Update	2:30-2:35 2:35-2:45 2:45-2:55 2:55-3:05	Antoinette Moore Kim Clark Kim Clark Kim Clark
NEW BUSINESS ❖ Five-Year Levy Projections ❖ Levy Strategy (Action Needed) ❖ 2027 Meeting Schedule	3:05-3:10 3:10-3:20 3:20-3:25	Ronnie Spears Kim Clark Janice Hunter
HEARING THE PUBLIC	3:25-3:30	Janice Hunter
ADJOURNMENT (Action Needed)	3:30	Janice Hunter

NEXT MEETING: March 25, 2027

MINUTES
HCESP ADVISORY COUNCIL MEETING
THURSDAY, SEPTEMBER 24, 2026 @ 2:00 P.M.

ATTENDANCE

Members Present:	***COA Staff:***	***Guests:***
Angele Blackshear Viola Brown Janine Gage April Harper Janice Hunter Holly Mundon Dimity Orlet	Kim Clark Antoinette Moore Stephanie Seyfried Ronnie Spears	
Excused:	***Facilitator:***	***Scribe:***
Randi Burlew	Janice Hunter	Christina Adams
Absent:		

CALL TO ORDER

The September 24, 2026 meeting of the HCESP Advisory Council was called to order by Janice Hunter at 2:01 p.m.

APPROVAL OF MINUTES

Janice Hunter called for a motion to approve the September 2, 2026 HCESP Advisory Council minutes as presented. This was a special meeting called to approve the changes to the Steps to Stability – Utility Credit Program criteria.

Motion: Dimity Orlet made a motion to approve the September 2, 2026 minutes.
Second: Janine Gage seconded the motion.
Action: The September 2, 2026 minutes were unanimously approved.

QUARTERLY REPORTS

Program Dashboard & Financial Report (Apr-Jun 2026)

Kim provided an overview of the April-June 2026 Program Dashboard (see the handout for full report). Traditional ESP and Fast Track Home programs saw slight census decreases in the 2nd quarter. The ESP quarter-end census stood at 3,971, with 328 new enrollments and 367 disenrollments. The cost per client in quarter increased from $497.45 to $532.05, and home delivered meals expenditure exceeded $1.4 million. Fast Track Home recorded 346 new enrollments and 364 disenrollments, with 149 individuals transferred to ESP. The average length of stay remained stable at 56 days, consistent with prior quarters. Home delivered meals continued to be the highest-volume service, with a notable increase from quarter one to quarter two, reflecting the critical role this service plays for individuals transitioning from hospitals or nursing facilities.

ESP client satisfaction survey results remained positive: Overall satisfaction from distinct home delivered meal clients was $98.96%, medical transportation overall satisfaction was 98.58%, and home care assistance overall satisfaction was $95.50%. Scripps is currently reviewing and revamping the SASI survey (client satisfaction survey) questions to improve data quality and relevance. There were 19 clients in the second quarter who received assistance with utilizing their Medicare Advantage Plan benefits, saving the levy $6,559.

Ronnie reviewed the Q2 Financial Report (see handout for details).
The April-June Financial report includes six months of actuals (January through June) and six months of projections. The tax levy appropriations line shows COA running approximately 3.4% under budget, projecting roughly $1.2 million to remain in the fund. Overall operating expenses were slightly over budget by approximately 4.8%, with FTH case management costs running about $400,000 over as of June, though these figures are still projections and some costs are allocated across four counties. Purchased Services were under budget by approximately $1.5 million, driven primarily by a lower-than-budgeted client census (approximately 375 fewer clients than projected) and lower cost per client. Overall, COA was approximately $1 million under budget. Additional funding was approved for the senior homeless medical group ($50,000), and Alzheimer's funding came in higher than anticipated due to timing of state fund allocations.

Program Update Report

Antoinette shared the Program Update report which included maximum reimbursement rates for Hamilton County effective September 1, 2026 through September 30, 2027 (see handout for details). Several significant provider changes were reported. Quality Care and Comfort & Care Home Health Agency, both under the same ownership, were terminated by COA following a contract violation investigation. Western Hills Home Care was terminated August 31st due to a separate contract violation, with client transitions initiated at the beginning of the reporting month. Janz Medical Equipment, which had been in discussions to lower rates, internally decided to close and terminate its contract; approximately nine authorizations were affected, and a replacement provider is being procured. Additionally, Blackstone, one of COA's largest HCA providers, communicated plans to close with an effective last service date of October 16th. COA is actively working to transition clients by identifying HCA providers with available capacity and coordinating with the new RFP program launching October 1st. COA is managing the transition carefully to avoid premature client movement while ensuring continuity of care. Outreach efforts have been made to improve Senior Farmers Market Nutrition program benefit redemption. Hamilton County was awarded $26,050 to provide $50 benefits to 281 recipients. As of September 23, 2026, only $9,307 of the total funding has been redeemed. Outreach efforts included phone calls, emailing, and mailed letters. Advisory Council discussion identified several barriers to redemption: lack of awareness despite outreach, transportation challenges, weather disruptions (multiple windstorms and heat events during the summer), complexity of the redemption process, limited farmers market locations and hours, and the inability to reallocate benefits from non-users to waitlisted individuals once registered. Suggestions included leveraging COA vans for transportation to markets, exploring grant-funded transportation options, partnering with produce pop-up shops or co-ops, and advocating to the state for program redesign to allow more flexible redemption options such as delivery. It was noted that the administrative cost relative to the small funding amount raises questions about program efficiency, and that the state's program design may need to be revisited for future cycles. Antoinette will be following up with the state on the future plan of the program.

Action: Antoinette to follow up with AGE on plans for the 2027 Senior Farmers Market Nutrition program.

The outcome of the 2026 Request for Proposal for ESP Home Care Assistance (HCA), FastTrack Home (FTH) HCA, and home52 Transportation was shared; 20 total HCA providers were identified, including four new providers, with Blackstone removed due to closure. FTH has 15 total providers with three new additions. Transportation has 15 total providers with five new providers including Cincinnati Medical as a stretch transportation provider. Contracts will be in effect as of October 1, 2026. New providers are required to compete pre-certification review and/or home52 Transportation system training before they can be made active for service referrals.

OLD BUSINESS

Guardianship Gap Program Update

Kim provided an update on the Guardianship Gap program. This program was established in response to United Way cutting CAS funds for guardianship services and a reduction in probate court volunteers. Shared funding comes from COA, Hamilton County Developmental Disabilities Services, HC Mental Health & Recovery Services Board, HC Job & Family Services, and the probate court, with $50,000 allocated from the levy. Following an RFP process, Lifespan was awarded the contract to provide guardianship services, leveraging their existing guardianship infrastructure. The program is in early stages, with referrals primarily involving individuals with mental health needs. Lifespan's board has met once, and procedures for staff training and appropriate referral criteria are still being developed. Additional information was requested by Dimity about the pilot and COA will follow up along with sharing RFP

Action: Ken to follow up with Dimity Orlet.

ESP Advisory Council Hybrid Policy

Kim reviewed the ESP Advisory Council Hybrid Policy that was presented at the June 2026 meeting (see handout for details). The policy allows for virtual participation in Advisory Council meetings under defined conditions, providing flexibility during inclement weather or illness. Key provisions include: Fully or partly virtual meetings require rollcall voting rather than voice votes; ,meetings involving non-routine expenditures, tax levy issues, or increased levy recommendations must be held in person and cannot be conducted virtually; and virtual attendance allows members to participate and vote, supporting quorum maintenance during challenging conditions. The policy is not intended to shift meetings to a fully virtual format but rather to prevent cancellations and ensure quorum and voting can still occur.

Janice Hunter called for a motion to approve the ESP Advisory Council hybrid meeting policy.

Motion: April Harper made a motion to approve the changes to the Conditions of Participation/Service Specifications.

Second: Dimity Orlet seconded the motion.

Action: The ESP Advisory Council hybrid meeting policy was unanimously approved.

CareDirector Update

Kim shared an update on CareDirector. The current CARE Director platform, which supports case management and provider billing for the levy, is being sunset. COA has secured Microsoft Dynamics 365 as the replacement platform. The statement of work and scope are being finalized, with implementation planned in phases. The primary goal of the first phase is to maintain continuity of levy management functions, followed by exploration of automation, reporting efficiencies, and workflow improvements.

The transition is expected to be a lengthy and complex process, and COA leadership committed to managing it methodically and within budget.

Steps to Stability Program Update

Kim shared an update on the Steps to Stability Program. The program had a highly successful round of utility credit distribution. Using $651,340 in ARPA funds and approximately $400,000 in levy dollars, COA served 2,566 individuals with no duplicates from the prior year and denied no applicants. Of those served, 1,872 individuals received a $250 credit and 694 received a $500 credit. A remaining balance of $236,250 is being reallocated to fund home modifications for individuals on the waiting list who had been cut off due to cost constraints. Looking ahead, COA is considering using approximately $1 million in current-year underspending to expand Steps to Stability, potentially reopening utility assistance in the winter and increasing home modification capacity. The 2027 draft budget includes nearly $2 million allocated to Steps to Stability. Discussion also touched on the potential to address other unmet needs such as adult incontinence supplies, with reference to the Community Needs Assessment as the appropriate framework for prioritizing such allocations. The most recently completed Community Needs Assessment results will be made available to the advisory group.

Action: Kim to share the Community Needs Assessment with the Advisory Council.

NEW BUSINESS

Veteran Directed Care Program

Stephanie provided an overview of the Veteran Directed Care program. This program launched in 2023 under a direct VA contract, operates similarly to the Consumer Directed Care program, allowing veterans to hire their own caregiver with VA-funded budgets. COA has contracted with Pennyrile Area Development District, which serves as a “super hub” under the VA's hub-and-spoke administrative model and holds the primary VA contract. This structure enabled COA to partner with the Dayton VA, which had previously declined a direct contract. COA currently has 25 enrolled clients under its existing contract and three enrolled veterans under the new super hub model, with one pending. Pennyrile is contracted with approximately 18 VA systems, and outreach to generate referrals to COA is anticipated to drive program growth. The program is open to eligible veterans of all ages, though most clients are 60 and over. There is also potential for ESP clients who are veterans to transition to Veteran Directed Care, creating levy cost savings.

Draft 2027 Budget

Ronnie presented the draft 2027 budget. This draft budget is the fifth and final year of the current five-year levy cycle. Tax levy appropriations are fixed by contract at $31,221,245 and cannot be exceeded. The budget is largely consistent with 2026 levels, with the following notable changes: client cost share is budgeted lower due to a lower projection in 2026. An update on client cost share is planned for the next advisory meeting as that will be one year since the implementation of the new cost share model.
Title III state funding is budgeted at nearly $1.5 million in 2027. This is higher than 2026 actuals due to fund shifting between years now normalizing; Steps to Stability is budgeted at nearly $2 million to expand home modifications and utility assistance; medical recovery and extended care returns to normal levels after a one-time $50,000 addition in 2026. The census is budgeted at a 1.7% increase; and a 2% contingency is included for program cost deviations.

Janice Hunter called for a motion to approve the draft 2027 budget.

Motion: Janine Gage made a motion to approve the draft 2027 budget.
Second: Dimity Orlet seconded the motion.
Action: The draft 2027 budget was unanimously approved.

Following the vote, Dimity requested that an update on COA's advocacy strategy for the next levy cycle be shared by Nan or the appropriate COA senior leader at an upcoming meeting.

Action: Kim to add levy strategy update to the December 2026 or March 2027 agenda.

HEARING THE PUBLIC

There were no individuals from the public in attendance.

ADJOURNMENT

With no further business, Janice asked for a motion to adjourn the meeting at 3:37 p.m.

Motion: April Harper made a motion to adjourn the meeting.
Second: Holly Mundon seconded the motion.
Action: The meeting was adjourned at 3:37 p.m.

NEXT MEETING

December 3, 2026



Hamilton County
ESP Program and Financial Report
Quarter 3, 2026 (July - September 2026)

Hamilton County ESP
Quarter 3, 2026 (July - September 2026)
EXECUTIVE SUMMARY

Highlighted Findings

1. Traditional ESP Census Trends

A. Compared to last year (Quarter 3, 2025), census has increased by 62 clients (from 3,923 to 3,985) or 1.58%.

B. Compared to last quarter (Quarter 2, 2026), census has increased by 14 clients (from 3,971 to 3,985) or 0.35%.

2. Fast Track Home Census Trends

A. There was no change in average length of stay between Q2 and Q3 2026, remaining at 56 days.

B. New enrollments increased from 343 in Q2 2026 to 363 in Q3 2026.

C. Total clients who transferred from FTH to ESP decreased by 34 from Q2 2026 to Q3 2026, declining from 154 to 120 clients.

3. Financials

A. Total Revenue: The amount projected to be drawn down from the levy is $29.1 million through the third quarter, as compared to the budgeted amount of $30.5 million. The variance is under budget by $1,318,952 or 4.3%.

B. Total Expenses: The expenses projected as of the third quarter are $30.6 million as compared to $31.8 million in the budget. The variance is under budget by $1,223,278 or 3.8%.

C. Purchase Services: The projected purchased services expenses are under by $1,586,278 or 6.8% as compared to budget.

Hamilton County ESP

Quarter 3, 2026 (July - September 2026)

TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program

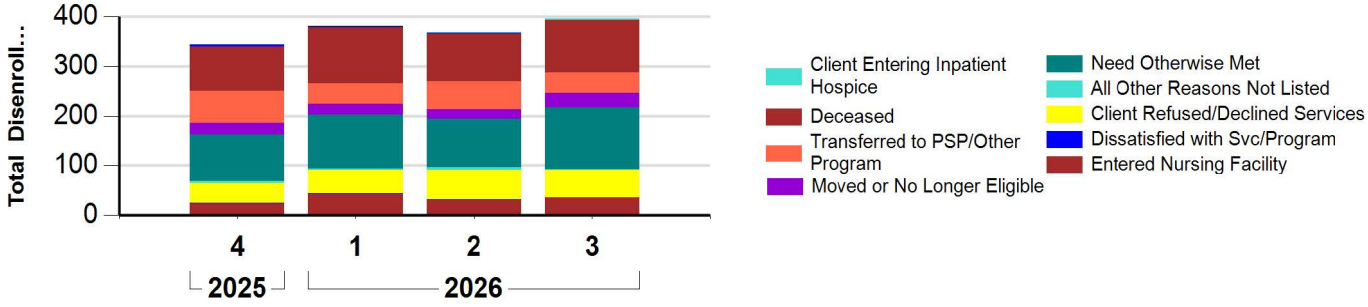
Year	2025	2026		
Quarter	4	1	2	3
ESP	**3,992**	**3,983**	**3,971**	**3,985**
FTH	**182**	**202**	**189**	**227**
Medicaid Programs	**3,772**	**3,543**	**3,574**	**3,620**
Passport	690	571	565	434
Assisted Living	221	157	167	154
Molina	1,299	1,505	1,489	1,533
Anthem		796	830	879
Buckeye		8	9	7
CareSource		506	514	613
Aetna	1,562	0	0	0

Quarter-End Census, New Enrollments, and Disenrollments

Year	2025	2026		
Quarter	4	1	2	3
Quarter-End Census	3,992	3,983	3,971	3,985
New Enrollments	376	352	329	380
Disenrollments	343	382	368	395

Disenrollment Outcomes

Year	2025	2026		
Quarter	4	1	2	3
Client Entering Inpatient Hospice	0	0	1	3
Client Refused/Declined Services	40	47	58	54
Deceased	89	112	97	105
Dissatisfied with Svc/Program	2	1	2	0
Entered Nursing Facility	23	43	30	36
Moved or No Longer Eligible	23	23	20	29
Need Otherwise Met	95	109	98	126
Transferred to PSP/Other Program	64	41	55	40
All Other Reasons Not Listed	3	2	6	2
Reason Unknown	4	3	1	0
Total	**343**	**382**	**368**	**395**

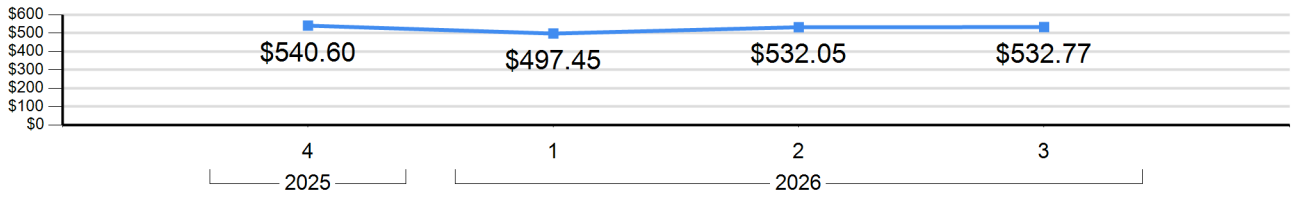


Hamilton County ESP

Quarter 3, 2026 (July - September 2026)

TRADITIONAL ESP SERVICE TRENDS

Average Monthly Cost per Client



Distinct Clients Served by Service Group[1]

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	52	61	57	50
Consumer Directed Care	344	408	399	359
Electronic Monitoring Systems	1,906	1,920	1,956	1,951
Home Care Assistance	1,897	1,948	1,986	1,987
Home Delivered Meals	2,297	2,260	2,267	2,289
Home Medical Equipment	96	101	82	91
Home Modification	39	28	28	49
Laundry Service	127	125	136	135
Other Services	105	118	115	118
Transportation	588	578	585	588
All Services (Unduplicated)	**3,996**	**3,994**	**4,007**	**4,020**

Units Billed by Service Group *Please see the notes page for unit of measure descriptions by service.*

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	1,075	978	989	922
Consumer Directed Care	24,540	22,698	22,810	23,157
Electronic Monitoring Systems	5,382	5,337	5,485	5,322
Home Care Assistance	66,822	65,304	69,678	67,711
Home Delivered Meals	164,313	152,933	155,451	154,676
Home Medical Equipment	125	136	112	113
Home Modification	43	32	33	53
Laundry Service	1,001	978	1,159	1,153
Other Services	1,125	1,133	1,183	1,089
Transportation	7,036	6,450	6,599	6,360

Dollars Paid by Service Group (Purchased Services)

Year	2025	2026		
Quarter	4	1	2	3
Adult Day Service	$110,764	$93,953	$94,956	$87,294
Consumer Directed Care	$540,100	$423,765	$459,763	$566,462
Electronic Monitoring	$104,255	$104,850	$110,220	$108,212
Home Care Assistance	$1,843,162	$1,784,868	$1,928,445	$1,870,998
Home Delivered Meals	$1,541,327	$1,430,759	$1,460,514	$1,453,139
Home Medical Equipment	$19,931	$29,735	$30,203	$23,035
Home Modification	$53,825	$24,915	$37,016	$40,158
Laundry Service	$55,132	$54,552	$63,233	$68,013
Other Services	$105,735	$110,810	$120,868	$130,997
Transportation	$304,195	$274,307	$288,248	$291,404
All Services	**$4,678,425**	**$4,332,515**	**$4,593,466**	**$4,639,713**

CDC payroll taxes paid in Q3 for months prior to Q3 were $90,626.45

Hamilton County ESP FTH
Quarter 3, 2026 (July - September 2026)
FAST TRACK HOME CENSUS TRENDS

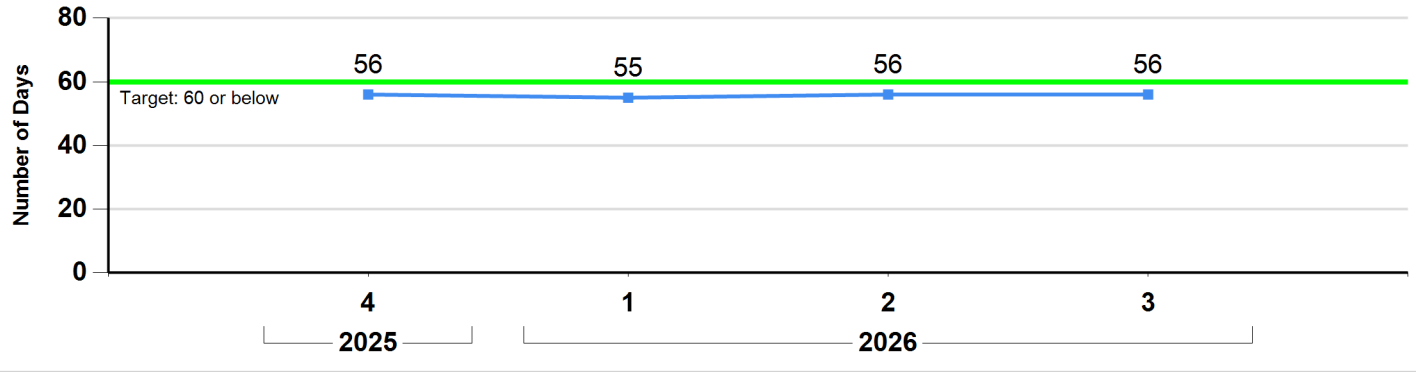
Total Clients Served, New Enrollments, Disenrollments

	2025	2026		
	Quarter 4	Quarter 1	Quarter 2	Quarter 3
New Enrollments	320	328	343	361
Disenrollments	332	302	362	326
Clients Transferred to ESP	157	141	154	120
	47.29%	46.69%	42.54%	36.81%

Enrollment by Setting

	2025	2026		
Enrollment Setting	Quarter 4	Quarter 1	Quarter 2	Quarter 3
Skilled Nursing Facility Enrollment	81	86	120	119
Community Enrollment	85	51	52	59
Hospital Enrollment	134	169	150	165
Spousal Meals	12	9	14	14
Not Captured	8	9	3	3
Other	0	4	4	1
Total	**320**	**328**	**343**	**361**

Average Length of Stay



Hamilton County ESP FTH

Quarter 3, 2026 (July - September 2026)

FAST TRACK HOME SERVICE TRENDS

Distinct Clients Served by Service Group

Year	2025	2026		
Quarter	4	1	2	3
Electronic Monitoring Systems	131	127	171	126
Home Care Assistance	206	196	255	219
Home Delivered Meals	246	245	272	274
Home Medical Equipment	131	121	147	111
Home Modification	63	58	73	60
Independent Living	1	0	1	0
Laundry Service	6	6	11	5
Transportation	53	43	51	40
All Services (Unduplicated)	**411**	**399**	**446**	**434**

Units Billed by Service Group *Reference: Please see page 9 for unit of measure descriptions by service.*

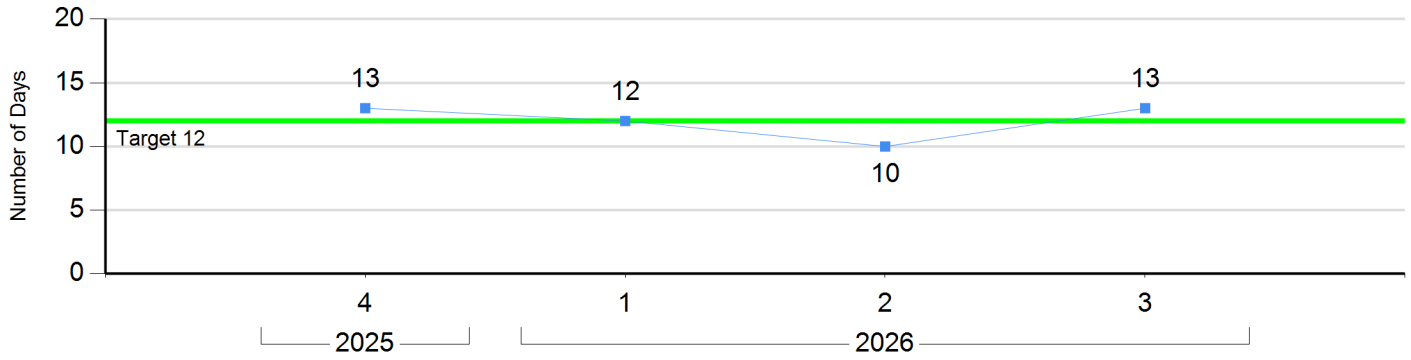
Year	2025	2026		
Quarter	4	1	2	3
Electronic Monitoring Systems	181	179	251	167
Home Care Assistance	2,184	1,668	2,703	2,054
Home Delivered Meals	7,492	5,947	7,766	6,645
Home Medical Equipment	234	223	238	173
Home Modification	67	63	82	66
Independent Living	4	0	5	0
Laundry Service	31	32	33	20
Transportation	258	171	205	173

Dollars Paid by Service Group (Purchased Services)

Year	2025	2026		
Quarter	4	1	2	3
Electronic Monitoring Systems	$3,727	$3,612	$4,936	$3,358
Home Care Assistance	$60,939	$46,473	$75,763	$57,418
Home Delivered Meals	$69,958	$55,620	$72,616	$62,264
Home Medical Equipment	$19,362	$20,644	$19,580	$14,599
Home Modification	$32,134	$30,621	$35,660	$29,245
Independent Living	$406	$0	$568	$0
Laundry Service	$1,415	$1,988	$1,780	$886
Transportation	$15,809	$10,899	$14,493	$12,548
All Services	**$203,749**	**$169,857**	**$225,396**	**$180,318**

Hamilton County ESP
Quarter 3, 2026 (July - September 2026)
Traditional ESP PERFORMANCE TRENDS

Average Number of Days from Intake Call to the Enrollment Assessment[1]



Home Care Provider Network Referrals and Capacity

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2025	4	2,830	70	3%	76%	21%
2026	1	2,871	41	1%	77%	22%
2026	2	3,013	58	2%	78%	20%
2026	3	3,041	25	1%	83%	16%

Home Delivered Meals - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	99.23%	98.88%	98.99%	98.89%
Good Choice of Meals Available	98.64%	97.08%	97.53%	97.06%
Distinct Clients Surveyed	586	609	475	476

Medical Transportation - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	96.35%	96.62%	98.58%	99.34%
Service Returns Client Home Promptly	89.33%	99.03%	98.82%	100.00%
Distinct Clients Surveyed	64	53	43	57

Home Care Assistance - Client Satisfaction Survey Results

Year	2025	2026		
Quarter	4	1	2	3
Overall Satisfaction	96.47%	96.17%	95.56%	97.53%
Aide is Dependable	94.88%	92.87%	93.94%	95.45%
Distinct Clients Surveyed	608	677	595	600

Hamilton County ESP

Quarter 3, 2026 (July - September 2026)

MEDICARE BENEFIT COST SAVINGS

Referrals				
Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Number of Members Assisted	14	23	19	59
Over the Counter (OTC)	14	21	17	42

Number of Qualified Customers to Receive Service through Insurance				
Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Emergency Response Service	1	0	1	8
Medical Transportation (Estimated Average)	4	23	20	59

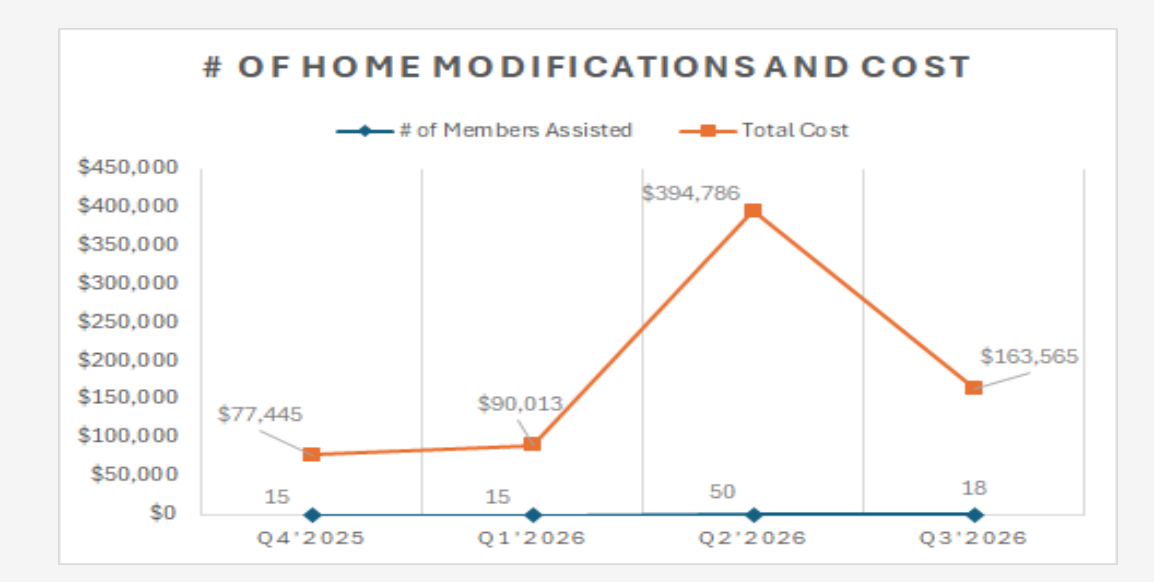
Total Cost Savings by Quarter				
Quarter _ Year	Q4_2025	Q1_2026	Q2_2026	Q3_2026
Total Cost Savings(as of qtr. end date)	$1,552	$7,198	$6,559	$20,865

Total Annual Cost Savings	2025	2026
	$40,127	**$34,622**

Steps to Stability Clients Served and Cost *

Home Modification

Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Number of Members Assisted	15	15	50	18
Total Cost	$103,592	$90,013	$394,786	$163,565



* Effective Q3 2026, Steps to Stability costs reflect provider payments, administrative expenses, and all other associated costs.

Duke Energy - Electric and Gas Utility Credits *

Year	2025	2026	2026	2026
Quarter	Q4	Q1	Q2	Q3
Number of Members Assisted	0	0	0	2,054
Total Cost	$0	$0	$0	$651,340

The Duke Energy Utility Credit Assistance Program ended in Q3 2025 after all available funds were exhausted. Duke Energy Utility Credit Assistance Program reopened on May 27, 2026 (Q2 2026). Q2 2026 figures have been updated following a review of source data. Previously reported utilization of $160,000 and 623 customers assisted has been revised to $0 and 0 customers assisted.

Hamilton County ESP
Quarter 3, 2026 (July - September 2026)
FINANCIALS: Based on Actual and Projected Revenue & Expenses as of September 30, 2026

		Annual Projected	Annual Budget	Budget Variance	Percent Budget Variance
Revenue					
Tax Levy Appropriations		$29,149,311	$30,468,263	($1,318,952)	-4.3%
Federal and State Funding					
Title III B - Supportive Services		$9,035	$81,872	($72,837)	-89.0%
Title III C2 - Home Delivered Meals		110,465	382,740	(272,275)	-71.1%
Title III E - Caregiver Support		69,661	111,608	(41,946)	-37.6%
Alzheimer's		8,932	2,261	6,671	295.1%
Nutrition Services Incentive Program (NSIP)		56,819	250,897	(194,078)	-77.4%
Senior Community Services		109,205	109,905	(699)	-0.6%
Other Federal (ARPA HC Utilities)		724,555	0	724,555	100.0%
Client Contributions					
Client Donations		2,102	2,909	(807)	-27.7%
Client Cost-share		364,282	417,191	(52,909)	-12.7%
Total Revenue		**$30,604,368**	**$31,827,646**	**($1,223,278)**	**-3.8%**
Expenses					
Operating Expenses					
Administrative		$1,867,872	$1,939,481	$71,608	3.7%
Intake & Assessment		458,431	405,843	(52,588)	-13.0%
Fast Track Home Case Management		1,834,259	1,474,500	(359,759)	-24.4%
Case Management		4,685,471	4,663,209	(22,262)	-0.5%
Total Operating Expenses		**$8,846,033**	**$8,483,033**	**($363,000)**	**-4.3%**
Purchased Services					
Home Care Assistance		$7,728,998	$8,262,503	$533,505	6.5%
Respite Services		60,851	60,000	(851)	-1.4%
Consumer Directed Care		1,970,016	2,518,286	548,269	21.8%
Laundry Service		224,738	275,630	50,892	18.5%
Independent Living		253,317	234,440	(18,878)	-8.1%
Minor Home Modification		270,535	254,163	(16,372)	-6.4%
Pest Control		28,214	13,396	(14,818)	-110.6%
Major House Cleaning		24,128	7,000	(17,128)	-244.7%
Home Medical Equipment		175,742	245,404	69,662	28.4%
Emergency Response Systems		450,346	473,985	23,639	5.0%
Home Delivered Meals		6,101,036	7,031,630	930,594	13.2%
Adult Day Service		428,275	589,960	161,685	27.4%
Adult Day Transportation		74,021	92,938	18,917	20.4%
Medical Transportation		894,458	1,195,565	301,107	25.2%
Non-Medical Transportation		313,066	355,353	42,287	11.9%
Transportation Coordination		384,432	282,693	(101,739)	-36.0%
Steps to Stability		1,974,555	1,151,670	(822,885)	-71.5%
Senior Homeless Medical		300,000	250,000	(50,000)	-20.0%
Guardian Gap Program		0	50,000	50,000	100.0%
Gross Purchased Services		**$21,758,335**	**$23,344,613**	**$1,586,278**	**6.8%**
Gross Program Expenses		**$30,604,368**	**$31,827,646**	**$1,223,278**	**3.8%**
Client Census	*	**4,246**	**4,598**	**352**	**7.7%**
Cost of Services per Client		**$378.24**	**$403.70**	**$25.47**	**6.3%**

*Projected year end census

Hamilton County ESP

Quarter 3, 2026 (July - September 2026)

REPORT NOTES

1. Census Trends

A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.

1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.

B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.

C. Disenrollment Outcomes

1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Health/Safety, and Unable to Meet Client Need.

2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.

3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepency due to the timing of census reporting and back dating client enrollments and disenrollments.

2. Service Trends

A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.

B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.

C. Home Care includes homemaking, personal care, companion, and respite services.

D. Other Services includes Environmental Services, Adult Day Transportation, Independent Living Assistance Caregiver-Respite and Behavioral Health Services.

E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

3. FTH Census Trends

A. Clients Enrolled in ESP is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.

B. Community Enrollment may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

4. FTH Service Trends

A. Other Services includes Pest Control.

5. Unit of Measure Descriptions by Service

A. Adult Day - Number of Days
B. Consumer Directed Care - Number of Hours
C. Electronic Monitoring - Number of Months
D. Home Care - Number of Hours
E. Home Delivered Meals - Number of Meals
F. Medical Transportation - Number of Trips

6. N/A: This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

7. Benefit Cost Savings:
OTC Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.

Hamilton County Program Update Report

November 2026

Adult Day Services (ADS)

Northwest Adult Services remains on hold for new referrals effective 3/25/26 due to ownership change.

Emergency Monitoring Systems (EMS)

No change since the last report.

Environmental (ENVIR)

No change since the last report.

Home Care Assistance (HCA)

Assisted Care by BlackStone has terminated their agreements for ESP and FTH effective 10/30/26. The goal was to have all clients transitioned to another eligible provider by 10/16/26. The client transition plan is complete.

The Home Care Assistance Request for Proposal (RFP) resulted in contracting with 20 agencies with a 10/1/26 effective date. The chart below reflects the five new providers added to the county as well as the existing providers that were re-awarded contracts.

Provider Name	Network Status	Category	Status
Addus HealthCare (South Carolina), Inc. dba Arcadia Home Care & Staffing	New to Network	Home Care Assistance & Fast Track Home	Contracted
Morris Helping Hands	New to Network	Home Care Assistance & Fast Track Home	Contracted
AnswerCare LLC	New to County	Home Care Assistance	Contracted
Extended Family Home Health	New to County	Home Care Assistance	Contracted
First Community Health Services	New to County	Home Care Assistance & Fast Track Home	Contracted
Jewish Family Service of the Greater Cincinnati Area dba StarPoint Home Care LLC	New to Home Care Assistance	Home Care Assistance	Pre-certification in progress
Vigma dba Soothing Hearts	New to Network	home52 Transportation	Pre-certification in progress
A Miracle Home Care	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Always There Healthcare	Re-awarded	Home Care Assistance & Fast Track Home	Contracted

Amaramedical Health Care Services	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Day Share Senior Services	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Eastern Personnel Services	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Gabriel's Angels Homecare	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Hillebrand Home Health	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Interim Healthcare	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
LCD Agency Services	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Nova Home Care	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Prime Home Care, LLC	Re-awarded	Home Care Assistance	Contracted
Right at Home	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
Senior Helpers of Dayton	Re-awarded	Home Care Assistance & Fast Track Home	Contracted
SH of Southern Ohio, LLC	Re-awarded	Home Care Assistance	Contracted
Superior Home Care	Re-awarded	Home Care Assistance	Contracted

Laundry Service

We are in the process of updating the Memorandum of Understanding (MOU) for our laundry providers. The additions to the MOU include an increase in quality measures.

Home Delivered Meals (HDM)

No change since the last report.

Senior Farmers Market Nutrition Program

Hamilton County was awarded $26,050 to provide $50 benefits to 281 recipients. As of November 18, 2026, recipients have redeemed $14,979.36 of the total funding, representing approximately 58% of the award. An outreach event is to be held on November 17, 2026, at a senior housing building for a honey pick up by residents who have a balance remaining on their benefit card. Additional events are scheduled for November 24 and 25, 2026. There is potential for one additional location event before the program ends on November 30, 2026. AGE will be conducting surveys with the participants and vendors to identify what worked well and what barriers may have affected redemption.

Home Medical Equipment (HME)

George's Medical is in the process of their precertification review. Their submitted documentation, policies and procedures, and pricing were approved. George's Medical has completed their CareDirector training. The next step is to move to contracting this provider for ESP HME services.

Janz Medical Supply submitted a termination notice 8/28/26 stating their company operations required the closure of their Cincinnati locations. The provider was fully terminated by 9/30/26.

Independent Living Assistance (ILA)

No change since last report

Medical Recovery and Extended Care Services (MRECS)

No change since last report

Minor Home Modifications and Repairs (MHM)

George's Medical is in the process of their precertification review. Their submitted documentation, policies and procedures, and pricing were approved. George's Medical has completed their CareDirector training. The next step is to move to contracting this provider for ESP MHM services.

home52 Transportation Coordination

Request for Proposal (RFP) awards have been sent regarding new home52 Transportation contracts which went into effect 10/1/26. Please see the 2026 RFP Awarded Services grid below showing a breakdown of awarded businesses by service.

Provider Name	Network Status	Category	Status
Swifttransit Solution	New to Network	home52 Transportation	Contracted
Restoration ADS	New to home52	home52 Transportation	Pre-certification in progress
Vigma dba Soothing Hearts	New to home52	home52 Transportation	Pre-certification in progress
A-List Transportation Agency	Re-awarded	home52 Transportation	Contracted
Aleph Transit LLC	Re-awarded	home52 Transportation	Contracted
Cincinnati Medical Transport	Re-awarded	home52 Transportation	Contracted
Elite Xpress Transportation LLC	Re-awarded	home52 Transportation	Contracted
I Care Transportation LLC	Re-awarded	home52 Transportation	Contracted
LCD Agency Services	Re-awarded	home52 Transportation	Contracted
Meals on Wheels Southwest OH & Northern KY	Re-awarded	home52 Transportation	Contracted
MEDACARE Transportation Inc	Re-awarded	home52 Transportation	Contracted
R Chappell Transportation	Re-awarded	home52 Transportation	Contracted

Shaddai Transportation, LLC	Re-awarded	home52 Transportation	Contracted
UP And Walk Transportation LLC	Re-awarded	home52 Transportation	Contracted

2026 Provider Monitoring Schedule

HAMILTON COUNTY ESP PROVIDER MONITORING SCHEDULE (Please find below the list of Hamilton County Providers of ESP Services and the tentative dates for annual review for 2026.)		
Hamilton County ESP Providers	Review Type	Review Tentative Date
101 Mobility	Bi-Ennial	9/9/2026
A Best Home Care	Annual	9/15/2026
A Miracle Home Care	Annual	8/20/2026
Premier Transportation	Annual	4/21/2026
Active Day Cincinnati	Annual	1/22/2026
Always There Healthcare	Annual	5/13/2026
Lincoln Heights Outreach	Annual	8/20/2026
Amaramedical Health Care Services	Annual	1/12/2027
AnswerCare – Help at Home	Annual	7/8/2026
Elite Xpress Transportation LLC	Annual	11/2/2026
Arrow Heating, Cooling, and Home Maintenance	Annual	10/26/2026
Bayley Adult Day	Annual	8/21/2026
Bernens Medical Pharmacy	Bi-Ennial	11/29/2027
Comfort and Care Home Health Agency	Annual	9/4/2026
Custom Home Elevator	Bi-Ennial	7/29/2027
Guardian Medical Monitoring	Bi-Ennial	11/22/2027
Help at Home – Prime Home Care	Annual	1/13/2027

Home Care by Blackstone	Annual	2/16/2027
Bethesda Medical Transportation	Annual	9/23/2026
Home First Non-Medical	Bi-Ennial	11/29/2027
Interim HomeStyles of Greater Cincinnati	Annual	8/20/2026
Janz Medical Supplies	Annual	10/7/2026
Jewish Family Services	Annual	3/11/2026
LCD Home Health Agency	Annual	7/13/2026
Superior Home Care	Annual	4/23/2026
Meda-Care Transportation	Bi-Ennial	7/16/2026
MedAdapt Ltd.	Bi-Ennial	5/19/2027
Milt's Termite and Pest Control	Bi-Ennial	7/12/2027
Northwest Adult Day	Annual	10/20/2026
Mayerson Jewish Community Center	Annual	3/19/2026
I Care Transportation LLC	Annual	8/29/2026
Nova Home Care	Annual	10/2/2026
Day Share Senior Services	Annual	12/2/2026
Partners in Prime	Annual	6/10/2026
PWC – People Working Cooperatively	Annual	5/3/2027
Deupree Community Meals on Wheels	Annual	5/6/2026
Western Hills Home Care	Annual	6/18/2026
Senior Helpers of Southern Ohio	Annual	8/20/2026
The Center for Respite Care	Annual	7/9/2026
Shaddai Transportation	Annual	7/22/2026
Hillebrand Home Health	Annual	7/21/2026
Stateline Medical Equipment	Bi-Ennial	5/27/2026

T and R Transportation	Annual	4/29/2026
Traveling Seniors Transportation	Bi-Ennial	10/13/2026
Quality Care	Annual	9/4/2026
Valley Transport	Bi-Ennial	7/22/2026
Tri-State Maintenance	Bi-Ennial	6/4/2026
Eastern Personnel Services	Annual	10/21/2026
Up and Walk Transportation	Annual	5/27/2026
Restoration Adult Day Services	Annual	10/26/2026
A-List Cleaning and Transportation	Bi-Ennial	8/20/2026
Cincinnati Medical Transport	Bi-Ennial	5/10/2026
Timmons Tender Care	Annual	Self Term
Margaret's Hearts Adult Day	Annual	12/24/2026
Vebcom Adult Day	Annual	7/10/2026
Wesley Community Services	Annual	3/12/2026
Kemper Shuttle	Bi-Ennial	12/28/2026
Ny's Transportation	Bi-Ennial	1/13/2027

Proposed 2026 Request for Proposals (RFP) Schedule

COA is publishing the following RFPs during 2026:

- RFP 003-26: home52 Transportation Services was posted 4/15/26, with proposals to be submitted by Noon on 5/27/26. Proposals went through the RFP evaluation process, awards and contracts for services starting 10/1/26 have gone out.

- RFP 002-26: ESP/FTH Home Care Assistance Services was posted 4/15/26, with proposals to be submitted by Noon on 5/27/26. Proposals went through the RFP evaluation process, awards and contracts for services starting 10/1/26 have gone out.

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this year.

The RFP evaluations will have 3 categories:

- **Financial Analysis and Stability:** Proposals will be scored on their

agency's demonstration of financial stability.

- **The Organization and Capabilities Overview:** Focus will include- emergency preparedness, quality improvement and service delivery to meet the changing needs of older adults. Proposals demonstrating a county presence will receive additional scoring.

- **Pricing:** Does the Proposal demonstrate competitive pricing with respect to other proposals received?

Elderly Services Program/Title III

Adult Day Service

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Adult day service (ADS) means a regularly scheduled service delivered at an adult day center in a non-institutional, community-based setting. ADS includes recreational and educational programming to support a consumer's health and independence goals; at least one meal, but no more than two meals per day; and, sometimes, health status monitoring, skilled therapy services, and transportation to and from the center.

Table 1 defines the two levels of ADS.

Table 1. Adult Day Service Levels

Service Component	Enhanced ADS	Intensive ADS
Structured Activity Programming	Yes	Yes
Supervision of all activities of daily living (ADLs)	Yes	Yes
Supervision (Hands-on assistance with) of medication administration	Yes	Yes
Hands-on assistance with ADL activities	Yes – one or more (except bathing)	Yes, minimum of two ADLs (bathing included)
Comprehensive therapeutic activities ((activities that stimulate the mind and or/muscles are pre-planned, set-up, and structured within the written daily activities plan)	Yes	Yes
Monitoring of health status, i.e. blood pressure screening, weight monitoring, etc.	Intermittent	Regular monitoring of and intervention with health status i.e., blood glucose monitoring, medication dispensing
Hands-on assistance with personal hygiene activities	Yes (except bathing)	Yes (bathing included)
Health assessments	Yes	Yes
Social Work Services	No	Yes – not reimbursable by COA
Skilled nursing services (e.g., dressing changes and other treatments) and rehabilitative nursing procedures provided by an RN or LPN under the direction of an RN	No	Yes
Rehabilitative and restorative services, including physical therapy, speech therapy, and occupational therapy	No	Yes -(skilled services are not reimbursable by ESP)

2. General Requirements

2.1 ADS consists of structured, comprehensive and continually supervised components that are provided in a protective setting and delivered based on individualized care plans.

2.2 There are two levels of ADS: Enhanced and Intensive. The levels are based upon the services furnished. For a client to qualify for Enhances ADS- they need assistance with one or more ADL's (does not include a bath/shower). For a client to qualify for Intensive ADS- they need assistance with a minimum of 2 ADL's (includes a bath/shower). Adult Day Service centers must be certified by Council on Aging of Southwestern Ohio (COA) as Enhanced or Intensive. A center certified to provide Intensive ADS meets the certification requirements for the Enhanced level.

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3. Provider Requirements

3.1 Adult Day service is provided by a service provider who is under contract with Council on Aging of Southwestern Ohio. For Adult Day Service the provider must comply with the requirements in the following rules and Elderly Services Program (ESP) and Advanced Condition of Participation

a) Rule 173-3-06.1 - Ohio Administrative Code | Ohio Laws Older Americans Act: Adult Day Service
b) ESP Adult Day Transportation Service Specification (insert link)
c) ESP-Advanced-Conditions-of-Participation-10.1.26.pdf

4. Units of Service

Adult Day Service

4.1 A unit of service for ADS attendance is measured in time according to the following:

a) One-unit is less than four hours of ADS per day, which corresponds to a half-day authorization in the service plan.
b) Two units are four or more hours of ADS per day.
c) A unit of service for ADS attendance does not include the time it takes to transport the client to/from the center.
d) A unit of service includes, but is not limited to, administrative costs, meals/snacks, materials, supplies and labor expenses.

Adult Day Service Transportation

4.2 Transportation must be provided according to the following:

a) Directly by the center, unless the provider subcontracts with another provider complying with the ESP Adult Day Transportation Service Specification. The ADS provider must ensure the subcontracted services comply with the ESP program.
b) ADS providers must ensure transportation services comply with the ESP Adult Day Transportation service specification. (Insert link)
c) Each staff member that provides transportation to clients must meet all transportation personnel requirements set forth in the ESP Adult Day Transportation Service Specification.

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5. DIRECT-CARE STAFF TRAINING

5.1 The Provider must retain records showing compliance to the staff orientation and in-service/continuing education requirements.

5.2 The documentation must include:

a) the instructor's name, title, qualifications, and signature;
b) the date and time of instruction;
c) the content of the instruction; and
d) the name and signature of the direct care staff member completing the training.

Elderly Services Program/Title III

Adult Day Service Transportation

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Adult Day Transportation is a service designed to enable a client to gain access to and from the adult day center.

1.1 Transportation will be provided directly by the center unless the center subcontracts with another provider complying to this rule.

1.2 It is an industry standard that ADS transportation trips include multiple passengers. Transportation services are not provided when a client has been under anesthesia or when a client is being admitted to or discharged from a hospital or rehabilitation facility.

2. General Requirements

Service Delivery

2.1 Transportation services include assistance with transfer to and from the vehicle.

2.2 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.

2.3 The Provider must assure that all vehicles are easily identifiable with the Provider's name.

2.4 The Provider must assure that all vehicle drivers have identification badges or uniforms identifying them as employees of the Provider.

2.5 Assist in transfer of the client, as necessary, safely from client’s door to the vehicle and from the vehicle to the street level entrance of the destination point. The driver must perform the same transfer assist service when transporting the client back to the client’s residence. All hands-on escorting of all passengers including entry and exit of the vehicle must be done in compliance with training received.

2.6 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed on the Daily Vehicle Inspection Form (insert link)on a daily basis.

2.7 Transfers of a passenger who remains in a wheelchair must be conducted in a safe manner.

2.8 All transportation providers/drivers are expected to arrive at the pick-up/drop-off location at the predetermined time with the correct vehicle type.

2.9 There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.

2.10 Transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action.

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3. Provider Requirements

For Adult Day Service the provider must comply with the requirements in the following rules and Elderly Services Program (ESP) Advanced Condition of Participation:

Rule 173-3-06.6 - Ohio Administrative Code | Ohio Laws - Older Americans Act: Transportation

ESP-Advanced-Conditions-of-Participation-10.1.26.pdf (insert link

4. Units of Service

A unit of service is a "one-way" trip.

4.1 The unit rate reflects the provider's fully allocated costs, including administrative and training costs.

4.2 Additional units require prior authorization from Care/Case Management.

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5. Driver Requirements

5.1 Evidence of driver return demonstration on:

a. Client transfers;

b. Wheelchair lift operation; and

c. Restraint application

d. Training on Universal Precautions

5.2 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.

5.3 Provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.

Elderly Services Program/Title III

Home Delivered Meal Service Specification

Butler, Clinton, Hamilton and Warren Counties

Effective October 1, 2027

1. Purpose

Home Delivered meals is a meal delivery service based on an individual's need for assistance with activities of daily living (ADL's) and/or instrumental activities of daily living (IADL's) to safely prepare meals, or ensure meals are prepared to meet the individual's dietary needs or specialized nutritional needs, including kosher meals, as ordered by a licensed healthcare professional within his or her scope of practice.

2. General Requirements

2.1 Home delivered meals are delivered by a nutrition service provider under contract with Council on Aging of Southwestern Ohio. For all meals the provider must comply with the requirements in the following rules:

a) Rule 5160-44-11 - Ohio Administrative Code | Ohio Laws - Nursing facility-based level of care home and community-based services programs: home delivered meals.
b) Rule 173-3-07 - Ohio Administrative Code | Ohio Laws Older Americans Act: Voluntary contributions, cost sharing, and other program income.
c) Rule 173-4-05 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: nutrition projects.
d) Rule 173-4-05.2 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: home-delivered meals projects.
e) Rule 173-4-06 - Ohio Administrative Code | Ohio Laws - Older Americans Act nutrition program: diet orders.
f) Rule 173-39-02.14 - Ohio Administrative Code | Ohio Laws - ODA Provider certification: home-delivered meals.

2.2 Provider must comply with the Elderly Services Program Advanced Conditions of Participation.

2.3 Meals are Labeled with a production date or code and a "use before" date.

2.4 Meal type options include:

a) Hot, ready to eat; or reheated at the client's home by the meal driver
b) Chilled, ready to eat and/or heat

c) Frozen, ready to heat
d) Shelf stable

2.5 Person Centered Direction: The Provider must offer clients an opportunity to make a choice about food served and delivery options.

3. Unit of Service

3.1 A unit of service is one (1) meal that is delivered in a single delivery or part of a multiple meal delivery.

3.2 The unit rate for each meal must include administration, in-kind (as applicable), food production, packaging, and delivery.

3.3 The frequency of meal delivery will be established by the Care Manager as a daily delivery or weekly delivery.

a) HDM daily delivery: Meals delivered two to five (5) days a week.
b) HDM weekly delivery: Meals delivered one day a week.

3.4 Additional units of service and/or permanent change in delivery schedule require prior authorization from the Care Manager.

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4. Alternative Meals

Definitions:

Diet order means an order for a therapeutic diet from a licensed healthcare professional whose scope of practice includes ordering a therapeutic diet these diets.

Therapeutic diet means a diet ordered by a licensed healthcare professional whose scope of practice includes ordering therapeutic diets, including:

- As part of the treatment for a disease or clinical condition.
- To modify, eliminate, decrease, or increase certain substances in the diet; or.
- To provide mechanically altered food when indicated.

Examples of therapeutic diet are Diabetic, Cardiac, Renal, Allergen free, and Dysphagia.

4.1 The provider may provide a therapeutic diet to a consumer only if the provider received a diet order for the consumer or if it is the consumer's preference to choose a therapeutic diet. If a therapeutic diet is a dysphagia nutritive regimen, the provider may provide the therapeutic diet only if the diet order indicates whether the consumer requires texture-modified foods and/or thickened liquids.The provider may provide a therapeutic diet to consumer only if the provider received a diet order for the consumer. Client is responsible for obtaining the prescription.

4.2 Kosher meals

a) The kosher meal must comply with rule 173-4-05 of the Ohio Administrative Code as much as possible while complying with kosher practices for meal preparation and dietary restriction.
b) The Provider shall furnish evidence to COA that t h e home-delivered kosher meals that it furnishes are certified as kosher by a recognized kosher certification or a kosher establishment under orthodox rabbinic supervision.

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5. MEAL DELIVERY

5.1 The Provider must begin regular meal delivery on on a start date authorized by the Care Manager.

5.2 The Provider must deliver meals to clients who need immediate meal support as authorized by the Care Manager or the ESP Intake and assessment:

a) Within twenty-four (24) hours; or;
b) Within a time period negotiated with the ESP Intake and assessment, not to exceed seventy-two (72) hours.

5.3 Use of a commercial or common carrier is not an acceptable means of delivery unless prior approval is received from COA.

5.4 The Provider shall provide each client with the opportunity to voluntarily contribute to a meals cost. When soliciting for voluntary contributions, the provider must comply with rule: Rule 173-3-07 - Ohio Administrative Code | Ohio Laws- Older Americans Act: voluntary contributions, cost sharing, and other program income.

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6. EMERGENCY PROCEDURES

6.1 Provider is expected to replace shelf-stable meals once utilized for an emergency.

6.2 Consistent with the Advanced Condition of Participation, the provider must notify COA's Manager of Procurement and provider services or their designee of any MUI that involves food borne illness and/or delivery of an unsafe meal within one hour after the provider becomes aware of the MUI.

6.3 Provider must develop and implement procedures for assuring the delivery of safe meals.

6.4 Provider must have a written policy in place should the unfortunate circumstances occur that an unsafe meal is delivered to one or more clients.

6.5 The Provider must ensure that delivery persons understand how to respond to common client in-home emergencies (e.g., client is non-responsive) or meal-related concerns (e.g., client has not eaten previous meals). The provider must document any client-related concerns in the client record and notify the Care Manager.

6.6 The Provider must ensure that delivery persons have and carry a current valid driver's license.

6.7 The Provider shall retain records to show that the owner of each meal delivery vehicle used for this service carries auto liability insurance on the vehicle.

7. PROVIDER QUALITY IMPROVEMENT

7.1 Provider must continuously monitor all aspects of the operation and take immediate action to improve practices. Aspects required to be monitored are, at a minimum:

a) Food temperatures during storage, preparation, transport, and delivery of food to the client;
b) Preparation, holding, and delivery practices to ensure retention of quality food characteristics (e.g., flavor and texture);
c) Client satisfaction; provider must elicit comments from clients regarding satisfaction with food taste, portion size, appearance, and temperature; meal delivery schedule and meal delivery personnel.

7.2 Provider shall develop and implement an annual plan to evaluate and improve the effectiveness of the program's services. In the plan, the Provider shall include:

a) A review of the existing program;
b) Satisfaction survey results from clients
c) Program modifications made that responded to changing needs or interests of clients, staff, or volunteers.

ELDERLY SERVICES PROGRAM LEVY FUNDED
Provider Conditions of Participation - Intermediate Provider
Effective July 1, 2025

An Intermediate Provider is one defined as having one time or limited client contact for service delivery. The requirements listed in the Conditions of Participation reflect the minimum standards the Provider must meet to participate in any program which receives some or all funding from the Elderly Service levy.

Condition 1. Provider Qualifications

1.1 The Provider must comply with all Conditions of Participation, the Elderly Service Agreement, relevant Service Specification(s), monitoring and reporting requirements, billing requirements, and show evidence of whether the Provider furnishes services directly or by sub-contracting the services. (Providers having multiple services, one of which is considered to be in the highest (advanced level) will be held to the Advanced Level COP requirements.)

1.2 The Provider must be a formally organized business or service agency, registered in good standing with the Ohio Secretary of State.

1.3 The Provider must have a physical facility from which to conduct business. COA must be notified of any change in location prior to the relocation.

1.4 The Provider must designate and utilize a locked storage space for the maintenance of client and employee records and have a process to backup computer files including electronic verification.

1.5 The Provider must participate in problem resolution as defined in the service specification notice.

1.6 The Provider shall not allow a staff person or volunteer to furnish a service to a client if the person is the client's spouse, parent, stepparent, legal guardian, power of attorney, or authorized representative.

1.7 The Provider must provide supervision to any volunteer.

1.8 The Provider, if terminating, being purchased by or merge with another entity, must furnish written notice to COA at least ninety (90) days prior to action. Provider must supply COA with the communication to be shared with clients and receive authorization of the content, prior to informing clients.

Condition 2. Reporting

2.1 The Provider must notify the designated staff member assigned to the service (i.e. Care/Case Manager, home52 coordination center) within twenty-four (24) hours of becoming aware of an incident. Which includes but is not limited to, any event that may result in harm to property or person. If there is not a designated staff member assigned, the COA Provider Services Manager will serve as the point of contact

(Provider_Services@help4seniors.org).

2.1 Major Unusual Incident (MUI) - An MUI is any alleged, or actual occurrence of an incident/event that could adversely affect the health or safety of a client, the credibility of Provider's staff or organization, or any incident in which COA or Provider may have liability. MUIs include but are not limited to: abuse; neglect; suspicious accident; death from abuse, neglect, serious injury, or any reason other than natural causes; criminal or suspected criminal acts; a police, court/legal, or public complaint which has the potential to be reported to the media or elected officials or any in which COA or Provider may have liability; lawsuit or potential lawsuit. In case of an MUI, and at any time the Provider must report an incident to a licensure board, the Provider is to notify COA's Provider Services manager or their designee within one (1) hour after the Provider becomes aware (Provider_Services@help4seniors.org).

2.2 If contacted by the news media regarding a major unusual incident, the Provider is not to respond to the media inquiry but must contact COA's Communication Director by phone or by email within one (1) hour (communicationsteam@help4seniors.org).

2.3 The Provider must report any suspicion of abuse, neglect, and/or exploitation to Adult Protective Services at the Ohio Department of Jobs and Family Services (ODJFS), according to section 5101.61 of the Ohio Revised Code, and if there is a care manager involved in the case, to the care manager.

2.4 The Provider must notify COA's Provider Service Manager or their designee of any interruption in service to all or to a significant number of clients served by the Provider. (Provider_Services@help4seniors.org).

2.5 The Provider must coordinate any community outreach activities including those involving the news media with COA's Communication director prior to planning such activities. Outreach is defined as activities or services that specify or highlight COA (communicationsteam@help4seniors.org).

2.6 The Provider must notify the assigned Care Manager, and when there is not a care manager, the appropriate program or Provider Services (Provider_Services@help4seniors.org), no later than twenty-four (24) hours after the Provider is aware of any significant change that may affect the client's service needs or safety, including one or more the following:

i. The individual moves to another address.
ii. The individual's repeated refusal of services.

2.7 Any other significant change in the client's physical, mental emotional status or environment.

Condition 3. Documentation

3.1 Provider shall have written documents which support the operation of the business and for which they abide by and address the following areas:

a. Statement defining the purpose of its business or service agency.
b. Follow-up and investigation of client complaints and grievances.
c. Written process for use of a client Release of Information form to release client specific information to sources outside of their system.

d. Written procedure for documenting an escalation of client incidents including reporting timelines.
e. Written instructions a client would follow to file a claim due to theft or property damage.
f. Confidentiality policy aligned to HIPAA regulations.
g. Written statement supporting compliance with 45 C.F.R. 80.4 (October 2, 2024 edition) regarding the provision of goods and services. No person in the United States shall; on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Health and Human Services.
h. Written statement supporting compliance with the "Equal Employment Opportunity Act of 1972 " federal wage-and-hour laws, and workers' compensation laws regarding the recruitment and employment of people.

3.2 Annually:

a. The Provider must carry and maintain the required insurance coverage as identified in the COA Provider Agreement and provide evidence upon request.
b. Provider shall maintain annually a statement Provider has paid all applicable federal, state, and local income and employment taxes.

Condition 4. Billing

4.1 The Provider must bill using a format established and approved by COA for the units of service authorized and delivered.

4.2 The Provider must agree to accept reimbursement for service(s) authorized at the rate agreed upon with COA.

4.3 The Provider must maintain dated documentation to support services delivered and billed.

4.4 The Provider may not bill or solicit a donation of any client for authorized service(s) delivered.

Condition 5. Monitoring

5.1 The Provider shall retain all service records and significant business transactions in accordance with the time identified in the Agreement.

5.2 The Provider must allow representatives of COA and the County or their designee immediate access to the Provider facility and full access to policies, procedures, records, and other documents related to the provision of service to clients. The Provider must cooperate with said representatives in periodic reviews.

ELDERLY SERVICES PROGRAM LEVY FUNDED
Provider Conditions of Participation - Standard Provider
Effective July 1, 2025

A Standard Provider is a Provider defined as having front door only client contact, or no client contact for service delivery. The Provider must meet the minimum requirements identified in the Conditions of Participation to participate in the Elderly Services Program.

Condition 1. Provider Qualifications

1.1 The Provider must comply with all Conditions of Participation, the ESP Agreement, relevant Service Specification(s), monitoring and reporting requirements, billing requirements, and show evidence of whether the Provider furnishes services directly or by sub-contracting the services. (Providers with multiple services will be held to the highest COP requirements).

1.2 The Provider must be a formally organized business or service agency, registered in good standing with the Ohio Secretary of State.

1.3 The Provider must have a physical facility from which to conduct business. COA must be notified of any change in location prior to the relocation.

1.4 The Provider must designate and utilize a locked storage space for the maintenance of client and employee records and have a process to backup computer files including electronic verification.

1.5 The Provider shall not allow a staff person or volunteer to furnish a service to a client if the person is the client's spouse, parent, step-parent, legal guardian, power of attorney, or authorized representative.

1.6 The Provider must provide supervision to any volunteer.

1.7 The Provider, if terminating, being purchased by, or merged with another entity must furnish written notice to COA at least ninety (90) days prior to action. Provider must provide COA with the communication to be shared with clients and receive authorization of the content, prior to informing clients.

Condition 2. Reporting

2.1 The Provider must notify the designated staff member assigned to the service (i.e. Care/Case Manager, home52 coordination center) within twenty-four (24) hours of becoming aware of an incident. Which includes but is not limited to, any event that may result in harm to property or person. If there is not a designated staff member assigned, the COA Provider Services Manager will serve as the point of contact (Provider_Services@help4seniors.org).

2.2 Major Unusual Incident (MUI) - An MUI is any alleged, or actual occurrence of an incident/event that could adversely affect the health or safety of a client, the credibility of Provider's staff or organization, or any incident in which COA or Provider may have liability. MUIs include but are not limited to: abuse; neglect; suspicious accident; death from abuse, neglect, serious injury, or any reason other than natural causes; criminal or suspected criminal acts; a police, court/legal, or public complaint which has the potential to be reported to the media or elected officials or any in

which COA or Provider may have liability; lawsuit or potential lawsuit. In case of an MUI, and at any time the Provider must report an incident to a licensure board, the Provider is to notify COA's Provider Services manager or their designee within one (1) hour after the Provider becomes aware (Provider_Services@help4seniors.org).

2.3 If contacted by the news media regarding an MUI, the Provider is not to respond to the media inquiry but must contact within one (1) hour COA's Communications Director by phone or by email (communicationsteam@help4seniors.org).

2.4 The Provider must report any suspicion of abuse, neglect, and/or exploitation to Adult Protective Services at the Ohio Department of Jobs and Family Services (ODJFS), according to section 5101.61 of the Ohio Revised Code, and if there is a care manager involved in the case, to the care manager.

Condition 3. Documentation

3.1 Confidentiality policy aligned to HIPAA regulations.

3.2 The Provider shall have a written statement supporting compliance with 45 C.F.R. 80.4 (October 1, 2015 edition) regarding the provision of goods and services. No person in the United States shall; on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Health and Human Services.

3.3 The Provider shall have a written statement supporting compliance with the "Equal Employment Opportunity Act of 1972" (as in effect on March 4, 2016) and workers' compensation laws.

3.4 The Provider must carry and maintain the required insurance coverage as identified in the COA Provider Agreement and provide evidence upon request.

3.5 The Provider shall annually provide to COA a written statement that certifies that the Provider has paid all applicable federal, state, and local income and employment taxes.

Condition 4. Billing

4.1 The Provider must utilize COA referral, billing and invoicing using the established format approved by COA.

4.2 The Provider must agree to accept reimbursement for service(s) for services authorized at the rate agreed upon with COA.

4.3 The Provider may not bill any client for authorized service(s) delivered or solicit the client for a donation.

Condition 5. Monitoring

5.1 The Provider shall retain all service records and significant business transactions in accordance with the time period identified in the Agreement.

5.2 The Provider must allow representatives of COA and the County or their designee immediate

access to the Provider facility and full access to policies, procedures, records, and other documents related to the provision of service to clients. The Provider must cooperate with said representatives in periodic review.

COA
Council on Aging



Hamilton County

PQR

Provider Quality Report

Quarter 2, 2026

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Provider Quality Report: Introduction

Hamilton County ESP

General Information:

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

Billable Unit Conversions:

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

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

Provider Quality Report: Provider Activity

Hamilton County ESP

Provider	Service No Longer Delivered	Termination Effective
Saint Joseph Construction	Minor Home Mod	12/26/2024
360 Total Care	Adult Day Service	6/15/2026

Provider	Service Delivered - New	Effective
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Margaret's Heart Senior Day Center	Adult Day Service	6/2/2025
Vebcom LLC	Adult Day Service	8/7/2025
Aleph Transit, LLC (formerly Bethesda Medical Transportation)	Transportation	12/21/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
360 Total Care, LLC	0	0	0	0	0	0	0	1	**1**
Active Day of Cincinnati	381	325	259	227	167	206	196	202	**1,961**
Bayley Life ADC	596	549	484	570	609	580	560	534	**4,479**
Day Share Senior Services	90	90	62	50	40	48	33	41	**453**
Lincoln Heights Outreach Inc.	254	242	191	188	173	164	129	165	**1,505**
Northwest Adult Services Pioneer Home Healthcare	26	31	31	27	10	0	0	0	**125**
Restoration Adult Day Services, LLC	0	0	0	24	57	78	60	40	**257**
Vebcom LLC	0	0	0	0	0	0	1	8	**9**
Total Billable Units	**1,346**	**1,236**	**1,027**	**1,085**	**1,055**	**1,075**	**978**	**989**	**8,789**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care, LLC	0	0	0	0	0	0	0	0.05%
Active Day of Cincinnati	28.31%	26.29%	25.23%	20.89%	15.78%	19.13%	20.05%	20.37%
Bayley Life ADC	44.24%	44.38%	47.10%	52.56%	57.73%	53.93%	57.24%	53.94%
Day Share Senior Services	6.65%	7.28%	6.04%	4.56%	3.79%	4.47%	3.38%	4.15%
Lincoln Heights Outreach Inc.	18.87%	19.54%	18.61%	17.34%	16.40%	15.22%	13.15%	16.68%
Northwest Adult Services Pioneer Home Healthcare	1.93%	2.51%	3.02%	2.49%	0.95%	0	0	0
Restoration Adult Day Services, LLC	0	0	0	2.17%	5.36%	7.26%	6.09%	3.99%
Vebcom LLC	0	0	0	0	0	0	0.10%	0.81%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
360 Total Care, LLC	0	0	0	0	0	0	0	1	**1**
Active Day of Cincinnati	17	15	13	13	10	12	14	16	**14**
Bayley Life ADC	26	23	26	25	24	26	32	25	**26**
Day Share Senior Services	4	4	4	2	3	3	4	3	**3**
Lincoln Heights Outreach Inc.	7	7	7	8	7	7	6	6	**7**
Northwest Adult Services Pioneer Home Healthcare	2	2	1	1	1	0	0	0	**1**
Restoration Adult Day Services, LLC	0	0	0	4	5	4	4	5	**4**
Vebcom LLC	0	0	0	0	0	0	1	1	**1**
Total Distinct Clients Served	**56**	**51**	**51**	**53**	**50**	**52**	**61**	**57**	**10**

Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Palco, Inc.	38,239	37,489	27,716	29,871	27,350	24,540	16,046	30,960	**232,211**
Total Billable Units	**38,239**	**37,489**	**27,716**	**29,871**	**27,350**	**24,540**	**16,046**	**30,960**	**232,211**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Palco, Inc.	440	428	399	389	351	339	322	355	**378**
Total Distinct Clients Served	**440**	**428**	**399**	**389**	**351**	**339**	**322**	**355**	**378**

Provider Quality Report: Service Metrics

Hamilton County ESP

Emergency Response

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	6,176	5,910	5,549	5,420	5,088	5,026	5,069	5,319	**43,556**
Total Billable Units	**6,176**	**5,910**	**5,549**	**5,420**	**5,088**	**5,026**	**5,069**	**5,319**	**43,556**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,124	2,083	2,056	1,913	1,821	1,782	1,823	1,906	**1,939**
Total Distinct Clients Served	**2,124**	**2,083**	**2,056**	**1,913**	**1,821**	**1,782**	**1,823**	**1,906**	**1,939**

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units

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

Market Share

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

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

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Deupree Meals on Wheels	14,967	14,402	13,486	13,227	12,434	12,175	11,692	11,976	**104,359**
Mayerson JCC (Jewish Community Center)	26,971	27,446	21,421	25,395	24,081	23,909	23,386	25,102	**197,711**
Meals on Wheels of SW Ohio and Northern Kentucky	143,275	146,118	123,519	127,485	123,096	128,229	117,855	118,373	**1,027,950**
Total Billable Units	**185,213**	**187,966**	**158,426**	**166,107**	**159,611**	**164,313**	**152,933**	**155,451**	**1,330,020**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	8.08%	7.66%	8.51%	7.96%	7.79%	7.41%	7.65%	7.70%
Mayerson JCC (Jewish Community Center)	14.56%	14.60%	13.52%	15.29%	15.09%	14.55%	15.29%	16.15%
Meals on Wheels of SW Ohio and Northern Kentucky	77.36%	77.74%	77.97%	76.75%	77.12%	78.04%	77.06%	76.15%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Deupree Meals on Wheels	205	200	199	189	181	171	175	179	**187**
Mayerson JCC (Jewish Community Center)	395	370	347	339	342	343	350	369	**357**
Meals on Wheels of SW Ohio and Northern Kentucky	2,097	1,986	1,885	1,830	1,818	1,799	1,752	1,736	**1,863**
Total Distinct Clients Served	**2,697**	**2,556**	**2,431**	**2,358**	**2,341**	**2,313**	**2,277**	**2,284**	**802**

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	2	3	8	**13**
American Ramp Systems	30	24	17	14	14	6	4	1	**110**
Bernens Medical	130	86	111	104	112	83	52	43	**721**
Home First	1	5	3	3	15	21	30	14	**92**
HomeCare Mattress Inc.	2	0	0	0	0	0	0	0	**2**
Janz Medical Supply	4	8	5	6	0	6	40	41	**110**
Stateline Medical Equipment	7	0	1	10	2	4	6	4	**34**
Total Billable Units	**174**	**123**	**137**	**137**	**143**	**122**	**135**	**111**	**1,082**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
101 Mobility Cincinnati	0	0	0	0	0	1.64%	2.22%	7.21%
American Ramp Systems	17.24%	19.51%	12.41%	10.22%	9.79%	4.92%	2.96%	0.90%
Bernens Medical	74.71%	69.92%	81.02%	75.91%	78.32%	68.03%	38.52%	38.74%
Home First	0.57%	4.07%	2.19%	2.19%	10.49%	17.21%	22.22%	12.61%
HomeCare Mattress Inc.	1.15%	0	0	0	0	0	0	0
Janz Medical Supply	2.30%	6.50%	3.65%	4.38%	0	4.92%	29.63%	36.94%
Stateline Medical Equipment	4.02%	0	0.73%	7.30%	1.40%	3.28%	4.44%	3.60%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	1	1	4	**2**
American Ramp Systems	9	10	6	5	5	2	2	1	**5**
Bernens Medical	97	65	84	77	91	63	40	36	**69**
Home First	1	5	3	3	15	19	29	14	**11**
HomeCare Mattress Inc.	2	0	0	0	0	0	0	0	**2**
Janz Medical Supply	4	7	3	6	0	6	26	24	**11**
Stateline Medical Equipment	7	0	1	10	2	4	6	3	**5**
Total Distinct Clients Served	**120**	**87**	**97**	**101**	**113**	**95**	**104**	**82**	**19**

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Total Billable Units
101 Mobility Cincinnati	0	0	0	3	5	9	4	5	**26**
American Ramp Systems	0	1	2	4	5	7	4	2	**25**
Arrow Heating Cooling and Home Maintenance, LLC	0	2	0	0	0	2	1	0	**5**
Custom Home Elevator & Lift Co. Inc.	1	1	5	1	3	3	0	0	**14**
Home First	4	5	9	8	7	3	3	9	**48**
HomeCare Mattress Inc.	2	0	0	1	0	1	0	0	**4**
MedAdapt Ltd.	13	9	5	3	9	8	4	7	**58**
Stateline Medical Equipment	12	6	10	5	10	8	14	6	**71**
Tri-State Maintenance	16	8	6	5	6	2	2	4	**49**
Total Billable Units	**48**	**32**	**37**	**30**	**45**	**43**	**32**	**33**	**300**

Market Share

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
101 Mobility Cincinnati	0	0	0	10.00%	11.11%	20.93%	12.50%	15.15%
American Ramp Systems	0	3.13%	5.41%	13.33%	11.11%	16.28%	12.50%	6.06%
Arrow Heating Cooling and Home Maintenance, LLC	0	6.25%	0	0	0	4.65%	3.13%	0
Custom Home Elevator & Lift Co. Inc.	2.08%	3.13%	13.51%	3.33%	6.67%	6.98%	0	0
Home First	8.33%	15.63%	24.32%	26.67%	15.56%	6.98%	9.38%	27.27%
HomeCare Mattress Inc.	4.17%	0	0	3.33%	0	2.33%	0	0
MedAdapt Ltd.	27.08%	28.13%	13.51%	10.00%	20.00%	18.60%	12.50%	21.21%
Stateline Medical Equipment	25.00%	18.75%	27.03%	16.67%	22.22%	18.60%	43.75%	18.18%
Tri-State Maintenance	33.33%	25.00%	16.22%	16.67%	13.33%	4.65%	6.25%	12.12%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	1	4	9	4	4	**4**
American Ramp Systems	0	1	1	2	2	3	2	1	**2**
Arrow Heating Cooling and Home Maintenance, LLC	0	1	0	0	0	2	1	0	**1**
Custom Home Elevator & Lift Co. Inc.	1	1	5	1	3	3	0	0	**2**
Home First	4	5	8	7	6	3	3	8	**6**
HomeCare Mattress Inc.	2	0	0	1	0	1	0	0	**1**
MedAdapt Ltd.	13	9	5	3	9	8	4	6	**7**
Stateline Medical Equipment	12	6	10	5	10	8	13	5	**9**
Tri-State Maintenance	16	8	6	5	6	2	2	4	**6**
Total Distinct Clients Served	**48**	**31**	**35**	**25**	**40**	**39**	**29**	**28**	**5**

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Jewish Family Service	86	106	76	31	108	45	76	56	**582**
Meals on Wheels of SW Ohio and Northern Kentucky	488	497	449	386	338	359	386	373	**3,273**
Total Billable Units	**573**	**602**	**525**	**417**	**446**	**404**	**461**	**429**	**3,856**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Jewish Family Service	14.92%	17.52%	14.52%	7.44%	24.24%	11.08%	16.38%	13.01%
Meals on Wheels of SW Ohio and Northern Kentucky	85.08%	82.48%	85.48%	92.56%	75.76%	88.92%	83.62%	86.99%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Jewish Family Service	16	13	12	9	12	10	10	9	**11**
Meals on Wheels of SW Ohio and Northern Kentucky	77	76	60	58	59	56	70	63	**65**
Total Distinct Clients Served	**93**	**89**	**72**	**67**	**71**	**66**	**80**	**72**	**38**

Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	3	3	2	1	1	11	4	2	**27**
Total Billable Units	**3**	**3**	**2**	**1**	**1**	**11**	**4**	**2**	**27**

Market Share

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

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	3	3	2	1	1	11	4	2	**3**
Total Distinct Clients Served	**3**	**3**	**2**	**1**	**1**	**11**	**4**	**2**	**3**

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Total Billable Units**
Milts Termite & Pest Control	19	18	10	6	16	9	18	22	**118**
Total Billable Units	**19**	**18**	**10**	**6**	**16**	**9**	**18**	**22**	**118**

Market Share

	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**
Milts Termite & Pest Control	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Avg. Distinct Clients Served**
Milts Termite & Pest Control	8	9	4	4	10	5	9	13	**8**
Total Distinct Clients Served	**8**	**9**	**4**	**4**	**10**	**5**	**9**	**13**	**8**

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units

	2024	2024	2025	2025	2025	2025	2026	2026	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
home52 Transportation	10,428	9,564	7,721	7,858	7,558	7,036	6,450	6,599	**63,214**
Total Billable Units	**10,428**	**9,564**	**7,721**	**7,858**	**7,558**	**7,036**	**6,450**	**6,599**	**63,214**

Market Share

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

Distinct Clients Served

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

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	5	7	11	10	6	6	6	8
A Miracle Home Care	413	319	327	282	247	237	295	218
Always There Healthcare LLC	27	27	16	18	23	11	20	16
Amaramedical Health Care Services, Inc.	50	34	26	32	32	25	32	18
Assisted Care by Black Stone of CIN	43	43	35	34	38	26	25	22
Comfort and Care Home Health Agency, Inc.	2	2	1	0	0	1	0	0
Day Share Senior Services	5	1	0	2	1	1	3	3
Eastern Personnel Services, Inc.	8	18	13	6	11	11	11	4
Hillebrand Home Health	23	18	15	13	15	8	14	10
Interim Healthcare of Cincinnati Homestyles	43	27	35	28	26	18	19	12
LCD Home Health Agency	6	13	4	7	7	11	8	3
Nova Home Care	49	31	28	37	25	28	22	34
Prime Home Care, LLC	1	4	5	4	7	6	4	1
Quality Care	59	68	59	45	40	34	26	29
Right at Home	29	24	25	22	18	20	18	14
SH of Southern Ohio LLC	42	37	34	33	30	30	39	34
Superior Home Care, Inc.	67	51	51	32	38	32	32	19
Western Hills Home Care	13	12	3	7	9	6	8	6

Home Delivered Meals

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

Medical Transportation

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

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
A Best Home Care, Inc.	94.0%	95.7%	100.0%	89.4%	83.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.7%	96.8%	95.7%	96.6%	96.9%	97.9%	96.5%	96.3%
Always There Healthcare LLC	98.4%	93.9%	98.8%	91.2%	95.1%	100.0%	99.0%	93.7%
Amaramedical Health Care Services, Inc.	92.0%	97.0%	90.2%	94.3%	94.9%	99.2%	97.4%	100.0%
Assisted Care by Black Stone of CIN	93.9%	98.5%	96.7%	97.4%	96.2%	98.8%	99.0%	95.7%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	50.0%	No Data	No Data
Day Share Senior Services	98.0%	100.0%	No Data	60.0%	100.0%	90.0%	100.0%	80.0%
Eastern Personnel Services, Inc.	91.1%	81.5%	78.0%	83.3%	87.5%	87.3%	66.2%	100.0%
Hillebrand Home Health	97.7%	99.2%	97.3%	96.8%	93.2%	100.0%	100.0%	95.7%
Interim Healthcare of Cincinnati Homestyles	99.0%	98.5%	96.0%	98.1%	94.4%	100.0%	100.0%	99.1%
LCD Home Health Agency	98.3%	98.5%	100.0%	96.9%	98.3%	100.0%	100.0%	95.0%
Nova Home Care	98.9%	97.7%	93.0%	95.7%	98.8%	94.9%	93.0%	98.2%
Prime Home Care, LLC	90.0%	100.0%	98.0%	90.0%	82.9%	70.0%	100.0%	60.0%
Quality Care	94.5%	94.3%	91.2%	97.7%	96.7%	96.1%	97.7%	97.9%
Right at Home	95.1%	93.1%	92.8%	86.9%	98.3%	95.4%	94.8%	93.4%
SH of Southern Ohio LLC	96.3%	91.0%	93.6%	96.7%	79.6%	94.4%	97.8%	90.1%
Superior Home Care, Inc.	99.2%	98.3%	96.6%	99.0%	97.8%	97.5%	97.7%	98.8%
Western Hills Home Care	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	72.3%

Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%
½ Historical Standard Deviation: 5.4%

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

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4% ½ Historical Standard Deviation: 6.7%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	98.3%	96.5%	97.7%	97.3%	96.5%	97.0%	96.6%
Always There Healthcare LLC	95.7%	96.2%	100.0%	88.9%	100.0%	100.0%	100.0%	93.3%
Amaramedical Health Care Services, Inc.	86.4%	93.5%	90.5%	93.8%	93.3%	100.0%	96.6%	100.0%
Assisted Care by Black Stone of CIN	85.7%	97.0%	92.3%	100.0%	93.8%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	66.7%	83.3%	80.0%	81.8%	66.7%	100.0%
Hillebrand Home Health	100.0%	92.3%	81.8%	100.0%	92.3%	100.0%	100.0%	88.9%
Interim Healthcare of Cincinnati Homestyles	97.6%	100.0%	100.0%	100.0%	91.3%	100.0%	100.0%	90.9%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	50.0%
Nova Home Care	100.0%	100.0%	87.0%	90.3%	100.0%	85.7%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	96.1%	98.4%	96.0%	97.6%	100.0%	96.9%	100.0%	96.3%
Right at Home	100.0%	100.0%	96.0%	89.5%	100.0%	100.0%	100.0%	92.3%
SH of Southern Ohio LLC	97.1%	91.4%	96.2%	96.7%	76.9%	89.7%	94.3%	87.1%
Superior Home Care, Inc.	98.3%	100.0%	97.8%	96.3%	97.0%	100.0%	96.7%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Do you have the same aide each time?								
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	91.9%	93.9%	90.7%	92.9%	92.6%	96.2%	92.8%	91.7%
Always There Healthcare LLC	96.3%	88.9%	93.8%	94.4%	91.3%	100.0%	94.7%	93.8%
Amaramedical Health Care Services, Inc.	93.8%	97.1%	96.2%	90.6%	93.8%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	88.4%	100.0%	91.4%	94.1%	94.6%	100.0%	100.0%	90.9%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	80.0%	100.0%	No Data	0.0%	100.0%	0.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	87.5%	76.5%	69.2%	66.7%	81.8%	81.8%	40.0%	100.0%
Hillebrand Home Health	90.9%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	95.1%	96.2%	88.2%	100.0%	88.5%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	98.0%	90.0%	85.7%	91.9%	91.7%	96.4%	90.9%	94.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%
Quality Care	87.9%	89.4%	83.1%	95.6%	95.0%	90.9%	96.2%	93.1%
Right at Home	79.3%	73.9%	80.0%	77.3%	83.3%	85.0%	88.2%	92.9%
SH of Southern Ohio LLC	87.8%	91.9%	94.1%	90.6%	55.2%	85.7%	94.9%	88.2%
Superior Home Care, Inc.	95.4%	98.0%	94.1%	96.9%	97.4%	96.9%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	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%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	99.3%	99.0%	98.5%	99.3%	100.0%	99.6%	98.3%	98.6%
Always There Healthcare LLC	100.0%	100.0%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	98.0%	97.1%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	94.4%	92.3%	100.0%	100.0%	100.0%	90.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	94.1%	100.0%	96.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	96.8%	96.4%	97.3%	100.0%	100.0%	95.5%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	100.0%	96.6%	97.8%	97.5%	100.0%	100.0%	100.0%
Right at Home	96.6%	95.8%	96.0%	90.9%	100.0%	100.0%	94.4%	100.0%
SH of Southern Ohio LLC	100.0%	91.9%	97.1%	100.0%	93.1%	100.0%	100.0%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

Do you trust your aide?								
Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	80.0%	100.0%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	97.1%	96.5%	96.6%	98.2%	95.5%	98.3%	96.6%	97.2%
Always There Healthcare LLC	100.0%	96.3%	100.0%	94.4%	91.3%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	98.0%	100.0%	88.5%	96.9%	96.9%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	97.1%	100.0%	96.2%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	83.3%	76.9%	100.0%	90.0%	100.0%	80.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	96.8%	96.4%	97.3%	100.0%	96.4%	86.4%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	91.0%	89.8%	97.8%	95.0%	97.1%	100.0%	100.0%
Right at Home	96.4%	95.7%	92.0%	90.9%	100.0%	90.0%	88.9%	92.9%
SH of Southern Ohio LLC	97.6%	91.9%	94.1%	100.0%	82.8%	96.4%	100.0%	93.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

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

Does your aide do the things you ask them to do?								
Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	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%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	98.3%	97.5%	96.6%	96.8%	99.2%	98.7%	99.0%	97.2%
Always There Healthcare LLC	100.0%	96.3%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	94.0%	100.0%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	97.7%	100.0%	100.0%	97.1%	97.4%	96.2%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	83.3%	92.3%	83.3%	90.9%	90.9%	90.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.3%	97.1%	96.4%	92.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	90.9%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%
Quality Care	98.3%	100.0%	93.2%	100.0%	97.4%	97.1%	100.0%	96.6%
Right at Home	100.0%	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%	92.9%
SH of Southern Ohio LLC	97.6%	94.4%	97.1%	100.0%	96.6%	100.0%	97.4%	97.0%
Superior Home Care, Inc.	100.0%	98.0%	98.0%	100.0%	97.3%	96.9%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	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%	75.0%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.2%	98.3%	97.8%	96.2%	95.0%	98.2%	98.0%	96.5%
Always There Healthcare LLC	100.0%	84.0%	100.0%	78.6%	95.0%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	90.9%	96.9%	88.9%	93.5%	93.1%	100.0%	96.4%	100.0%
Assisted Care by Black Stone of CIN	93.5%	93.3%	96.2%	100.0%	93.3%	100.0%	90.5%	93.8%
Comfort and Care Home Health Agency, Inc.	0.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	85.7%	77.8%	69.2%	83.3%	88.9%	81.8%	55.6%	100.0%
Hillebrand Home Health	95.0%	100.0%	91.7%	91.7%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	97.6%	100.0%	92.6%	92.0%	95.7%	100.0%	100.0%	100.0%
LCD Home Health Agency	83.3%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	95.2%	100.0%	90.0%	96.6%	100.0%	89.5%	94.1%	96.7%
Prime Home Care, LLC	0.0%	100.0%	80.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	94.2%	93.4%	91.8%	95.0%	97.1%	96.9%	100.0%	100.0%
Right at Home	96.3%	95.0%	88.0%	89.5%	100.0%	94.4%	87.5%	92.3%
SH of Southern Ohio LLC	97.3%	84.8%	85.2%	89.3%	72.0%	96.2%	93.9%	87.1%
Superior Home Care, Inc.	100.0%	95.1%	87.8%	100.0%	94.1%	100.0%	96.2%	93.8%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

Is your aide dependable?								
Historical Average: 89.6% ½ Historical Standard Deviation: 6.4%	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%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	95.1%	95.6%	93.1%	96.1%	96.7%	98.7%	92.9%	96.3%
Always There Healthcare LLC	100.0%	92.6%	93.8%	94.4%	91.3%	100.0%	95.0%	93.8%
Amaramedical Health Care Services, Inc.	90.0%	94.1%	88.5%	93.8%	90.6%	100.0%	96.9%	100.0%
Assisted Care by Black Stone of CIN	95.3%	97.6%	100.0%	94.1%	94.7%	96.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	0.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	61.5%	66.7%	72.7%	81.8%	45.5%	100.0%
Hillebrand Home Health	95.5%	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	88.9%
Interim Healthcare of Cincinnati Homestyles	100.0%	96.3%	93.9%	96.4%	92.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	98.0%	93.5%	85.7%	97.3%	100.0%	92.9%	86.4%	94.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%
Quality Care	89.5%	84.8%	88.1%	95.5%	92.5%	94.1%	88.5%	96.6%
Right at Home	86.2%	91.7%	92.0%	81.8%	100.0%	95.0%	94.4%	92.9%
SH of Southern Ohio LLC	92.9%	81.1%	88.2%	93.9%	62.1%	89.7%	100.0%	85.3%
Superior Home Care, Inc.	98.5%	98.0%	94.1%	96.9%	97.4%	96.9%	96.9%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	80.0%	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%
A Miracle Home Care	95.6%	96.2%	93.5%	96.1%	98.4%	97.9%	96.2%	95.9%
Always There Healthcare LLC	100.0%	92.6%	100.0%	88.9%	95.7%	100.0%	100.0%	93.8%
Amaramedical Health Care Services, Inc.	87.8%	96.9%	84.0%	93.8%	93.8%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	95.3%	97.6%	100.0%	97.1%	97.3%	100.0%	100.0%	95.5%
Comfort and Care Home Health Agency, Inc.	50.0%	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data
Day Share Senior Services	100.0%	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%
Eastern Personnel Services, Inc.	87.5%	77.8%	84.6%	83.3%	90.9%	81.8%	50.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%	100.0%	90.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	96.4%	96.2%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	97.9%	100.0%	92.9%	94.4%	95.8%	96.4%	90.9%	97.1%
Prime Home Care, LLC	100.0%	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%
Quality Care	94.8%	92.5%	89.7%	97.8%	95.0%	94.1%	96.2%	100.0%
Right at Home	96.6%	87.0%	96.0%	77.3%	100.0%	100.0%	94.4%	92.9%
SH of Southern Ohio LLC	97.6%	94.6%	97.1%	97.0%	82.1%	96.6%	100.0%	87.9%
Superior Home Care, Inc.	100.0%	98.0%	98.0%	100.0%	97.4%	96.9%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	98.7%	98.3%	99.7%	99.1%	99.1%	100.0%	97.9%	98.1%
Mayerson JCC (Jewish Community Center)	97.6%	98.6%	97.9%	97.8%	98.8%	99.7%	99.1%	98.3%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.5%	98.6%	98.9%	98.8%	99.1%	98.9%	99.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%
Mayerson JCC (Jewish Community Center)	99.3%	99.1%	100.0%	98.4%	99.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	98.9%	98.9%	99.2%	98.5%	99.3%	99.3%	100.0%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	99.0%	98.5%	100.0%	96.2%	97.6%	100.0%	93.6%	97.0%
Mayerson JCC (Jewish Community Center)	96.5%	96.6%	94.5%	94.7%	98.0%	98.8%	96.9%	96.4%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	97.0%	97.5%	97.7%	98.4%	96.8%	98.3%	96.7%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	99.7%	99.7%	99.6%	99.4%	99.8%	99.6%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9% ½ Historical Standard Deviation: 1.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	97.8%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	97.6%	99.0%	100.0%	95.3%	99.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.8%	98.1%	98.4%	99.2%	98.7%	99.5%	98.1%	99.7%

Do you eat your home delivered meals?								
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	98.3%	99.2%	100.0%	99.0%	100.0%	100.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	99.7%	99.3%	99.6%	99.6%	100.0%	99.8%	100.0%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	94.9%	94.1%	100.0%	98.1%	97.6%	100.0%	95.7%	91.2%
Mayerson JCC (Jewish Community Center)	91.0%	95.7%	93.0%	96.2%	97.1%	100.0%	97.9%	96.4%
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	96.4%	96.7%	96.4%	97.1%	98.3%	97.0%	98.4%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	99.0%	98.5%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%
Mayerson JCC (Jewish Community Center)	99.3%	100.0%	98.4%	99.2%	99.0%	98.8%	99.0%	98.8%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.9%	99.0%	99.6%	99.0%	99.4%	99.8%	99.7%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.6%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Deupree Meals on Wheels	99.0%	97.1%	100.0%	98.1%	97.6%	100.0%	95.7%	100.0%
Mayerson JCC (Jewish Community Center)	98.6%	100.0%	98.4%	99.2%	99.0%	100.0%	99.0%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	99.3%	99.0%	99.2%	99.8%	99.4%	99.6%	99.6%	99.2%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care LLC	100.0%	98.3%	98.6%	97.5%	No Data	96.7%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.8%	100.0%	97.3%	90.9%	100.0%
Bethesda Medical Transportation	99.2%	100.0%	99.2%	98.1%	100.0%	93.3%	96.9%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	98.7%	97.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	98.9%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	99.3%	97.6%	100.0%	98.3%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	80.0%	94.7%	91.9%	No Data	83.5%	73.3%	91.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	90.9%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	86.8%	No Data	100.0%	90.9%	No Data
R Chappell Transportation	100.0%	60.0%	97.5%	98.0%	90.9%	100.0%	100.0%	96.6%
Redwood/Easterseals	90.9%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	99.3%	100.0%	98.9%	98.8%	100.0%	100.0%	94.7%	97.6%
T & R Transportation	100.0%	100.0%	100.0%	87.9%	No Data	No Data	89.3%	90.9%
Timmons Tender Care	No Data	97.5%	95.0%	94.5%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	77.4%	No Data	No Data	100.0%	100.0%

Can you depend on your transportation service?

Historical Average: 96.1%
½ Historical Standard Deviation: 2.3%

Provider Name	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	85.7%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	92.3%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

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

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

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	88.5%	100.0%	100.0%	100.0%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	88.9%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	77.8%	96.8%	94.1%	100.0%	89.7%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	60.0%	No Data	55.6%	66.7%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	60.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	95.2%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	83.3%	92.3%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	95.2%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	83.3%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	96.0%	96.2%	100.0%	100.0%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	66.7%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	0.0%	66.7%	100.0%	No Data	100.0%	100.0%	100.0%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	100.0%	90.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	100.0%	100.0%	84.6%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

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

Is the ride a pleasant experience?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	96.3%	No Data
Cincinnati Medical Transportation	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%
Ny's Transportation	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
R Chappell Transportation	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Shaddai Transportation LLC	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	90.5%	90.5%
T & R Transportation	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%
Timmons Tender Care	No Data	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Up and Walk Transportation	No Data	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%

Provider Quality Report: Satisfaction Metrics[1]

Hamilton County ESP

Medical Transportation SASI Scores

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

Provider Quality Report: Satisfaction Metrics

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	95.7%	100.0%	98.9%	95.6%	97.1%	100.0%	97.9%	100.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	9.0%	30.1%	30.1%	10.9%	12.1%	0.0%	14.9%	13.1%

Was scheduling your ride with the Transportation Coordination Center easy?								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	99.1%	98.7%	100.0%	100.0%	100.0%	98.8%

Was the Transportation Coordination staff kind and courteous?								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	99.1%	100.0%

Would you recommend home52 Transportation to a family member or friend?								
	2024	2024	2025	2025	2025	2025	2026	2026
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home 52 Coordination	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	91.4%	100.0%

Appendix A: Methodology for SASI Analysis

Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,159 SASIs collected from April 1, 2026 through June 30, 2026 were aggregated for one calendar quarter by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).

2. The equation [(Total Yes)/(Total Yes+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. [(STDDEV)/2].

4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.

5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.

6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.

7. Color coding was first applied to the Quarter 4, 2023 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score

HAMILTON COUNTY UTILITY ASSISTANCE

Hamilton County Board of County Commissioners Report

HAMILTON COUNTY RESIDENTS SERVED

4,461

UNDUPLICATED PEOPLE SERVED

2025 AND 2026

2,556

PEOPLE SERVED

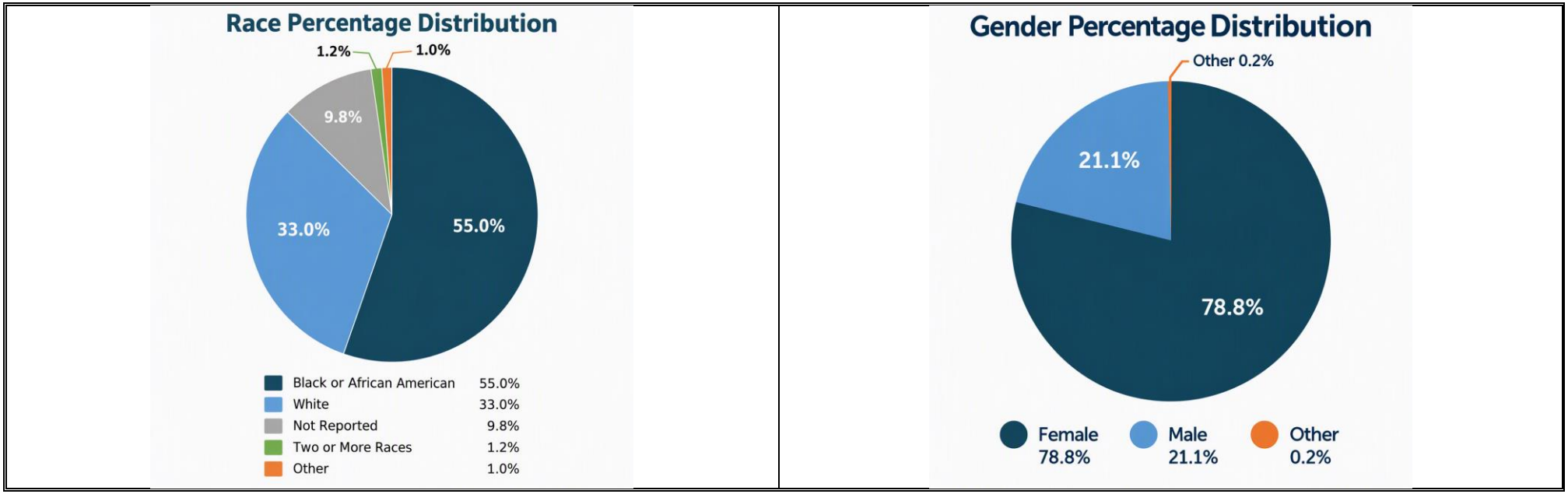
2026 YEAR TO DATE

2025 and 2026 figures are presented as unduplicated people served.

2026 YEAR-TO-DATE UTILITY CREDITS

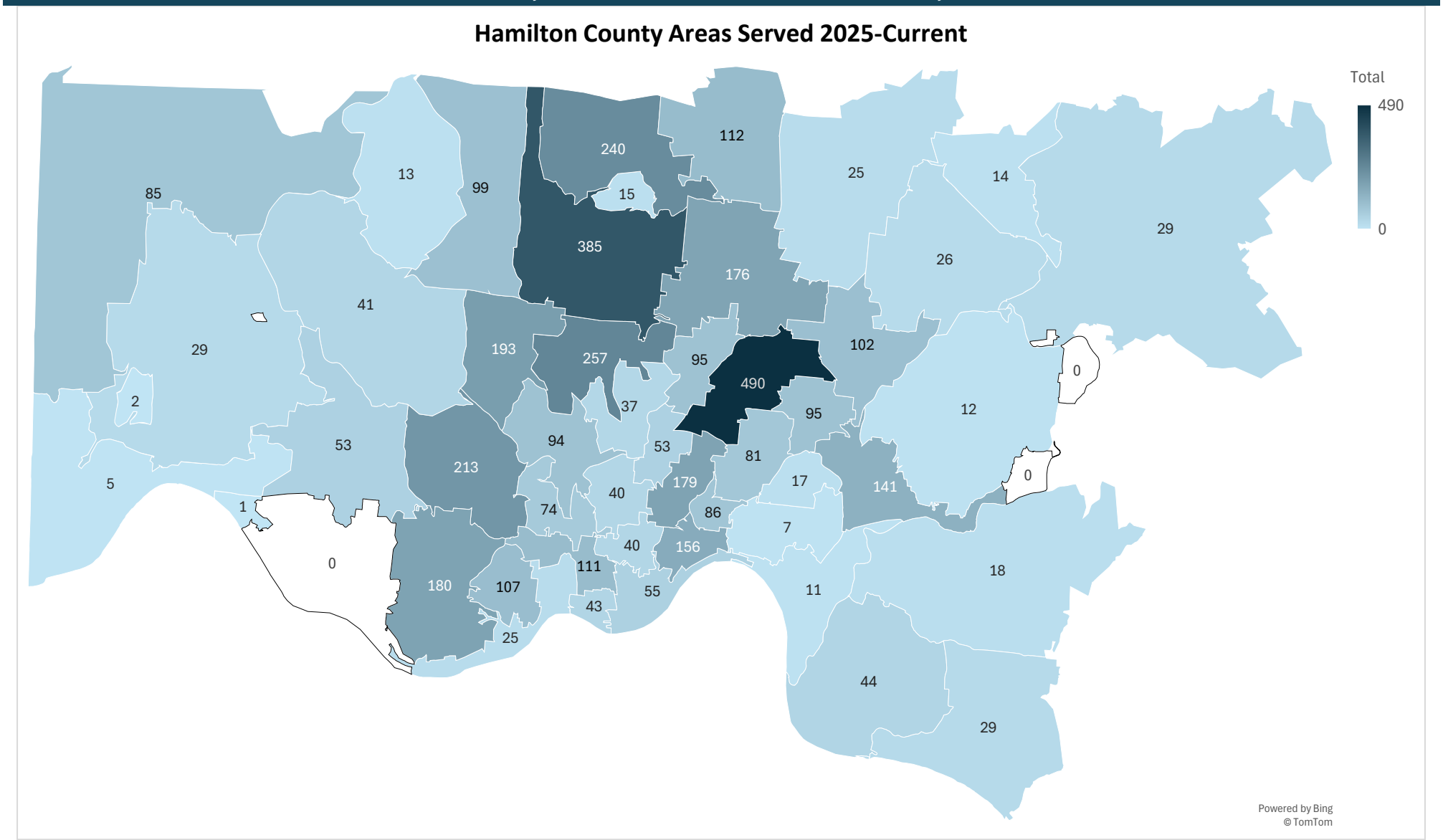
2,556	$812,090	72.6	$25,796
People served in 2026	Assistance awarded	Average age served	Average annual household income

2026 DEMOGRAPHIC SUMMARY



COUNTYWIDE REACH

Utility assistance reached residents across Hamilton County



HAMILTON COUNTY
ELDERLY SERVICES PROGRAM (ESP)
ADVISORY COUNCIL

2027 MEETING SCHEDULE

4th Thursday in March, June, September, and December
Unless otherwise noted with asterisk (*)

March 25, 2027	**September 23, 2027**
June 24, 2027	***December 2, 2027**

Time & Location of meetings:

2:00 – 3:30 p.m.

COA Office – 4601 Malsbary Road, Blue Ash, OH 45242
COA Boardroom

*December meeting moved to 1st Thursday due to Christmas

Please contact Kayla Kiphart via phone: 513-906-0732 (cell) / 513-746-2640 (desk) or email cadams@help4seniors.org if you are not able to attend a meeting.