COA
Council on Aging



Butler County

PQR

Provider Quality Report

Quarter 3, 2026

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Provider Quality Report: Introduction

Butler County ESP

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.

- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan. through March).

- Market Share values represent each provider's contribution to the services performed within a county during a given quarter. The total number of service units billed for the quarter is divided among all active providers, showing the percentage of units each provider contributed to the quarter's overall billed units.

Billable Unit Conversions:

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

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

SASI Scoring:

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

Provider Quality Report: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
A Best Home Care, Inc.	Home Care Assistance	9/30/2026
Assisted Care by Black Stone of CIN	Home Care Assistance	9/30/2026
Comfort and Care Home Health Agency, Inc.	Home Care Assistance	7/7/2026
Janz Medical Supply	Home Medical Equipment	9/1/2026
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Quality Care	Home Care Assistance	7/7/2026

Provider	Service Delivered - New	Effective
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	4/15/2025
Next Day Access (formerly HomeCare Mattress Inc.)	Home Medical Equipment	12/15/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026
AnswerCare LLC	Home Care Assistance	10/1/2026
Extended Family	Home Care Assistance	10/1/2026
First Community	Home Care Assistance	10/1/2026
Morris Helping Hands LLC	Home Care Assistance	10/1/2026
Right at Home	Home Care Assistance	10/1/2026
Liberty Home Care LLC	Home Care Assistance	10/9/2026
Addus HealthCare (South Carolina), Inc. dba Arcadia	Home Care Assistance	10/19/2026

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

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3	Total Billable Units
Active Day of Cincinnati	24	9	22	22	21	3	0	0	**100**
Northwest Adult Services Pioneer Home Healthcare	83	41	57	25	48	0	25	22	**301**
Otterbein Lebanon Adult Day Service	103	86	129	103	83	79	118	91	**789**
Oxford Senior Citizens, Inc.	171	104	116	100	104	91	81	103	**869**
Total Billable Units	**380**	**240**	**323**	**250**	**256**	**173**	**223**	**216**	**2,059**

Market Share

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Active Day of Cincinnati	6.19%	3.76%	6.66%	8.82%	8.22%	1.74%	0	0
Northwest Adult Services Pioneer Home Healthcare	21.87%	17.12%	17.65%	10.02%	18.79%	0	11.21%	10.19%
Otterbein Lebanon Adult Day Service	27.01%	35.70%	39.94%	41.08%	32.29%	45.51%	52.69%	42.13%
Oxford Senior Citizens, Inc.	44.93%	43.42%	35.76%	40.08%	40.70%	52.75%	36.10%	47.69%
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 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	1	1	1	1	1	1	0	0	**1**
Northwest Adult Services Pioneer Home Healthcare	3	2	2	2	2	0	2	2	**2**
Otterbein Lebanon Adult Day Service	6	4	4	4	5	6	7	7	**5**
Oxford Senior Citizens, Inc.	9	6	7	5	6	7	5	7	**7**
Total Distinct Clients Served	**19**	**13**	**14**	**12**	**14**	**14**	**14**	**16**	**4**

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Palco, Inc.	23,322	17,940	20,240	20,080	18,425	11,583	22,356	16,060	**150,005**
Total Billable Units	**23,322**	**17,940**	**20,240**	**20,080**	**18,425**	**11,583**	**22,356**	**16,060**	**150,005**

Market Share

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

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Palco, Inc.	255	240	237	231	214	194	202	195	**221**
Total Distinct Clients Served	**255**	**240**	**237**	**231**	**214**	**194**	**202**	**195**	**221**

Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
A Best Home Care, Inc.	51	42	74	41	41	173	227	248	**896**
A Miracle Home Care	15,692	16,112	17,806	17,768	17,877	17,690	18,394	19,532	**140,870**
Always There Healthcare LLC	0	0	0	7	22	46	42	33	**149**
Assisted Care by Black Stone of CIN	346	341	357	366	385	314	299	365	**2,773**
Comfort and Care Home Health Agency, Inc.	70	69	54	64	63	77	92	0	**489**
Interim Healthcare of Cincinnati Homestyles	2,217	1,894	2,108	2,026	1,846	1,714	1,770	1,717	**15,291**
LCD Home Health Agency	194	0	82	76	26	89	71	197	**734**
Nova Home Care	317	353	426	443	397	399	264	271	**2,870**
Prime Home Care, LLC	50	20	0	43	102	123	148	251	**737**
Quality Care	8	14	14	11	8	9	0	0	**63**
SH of Southern Ohio LLC	3,653	3,439	3,933	4,442	4,631	4,887	4,859	4,829	**34,672**
Superior Home Care, Inc.	44	40	48	46	48	46	62	72	**406**
Total Billable Units	**22,640**	**22,322**	**24,900**	**25,332**	**25,445**	**25,565**	**26,228**	**27,515**	**199,947**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0.23%	0.19%	0.30%	0.16%	0.16%	0.68%	0.87%	0.90%
A Miracle Home Care	69.31%	72.18%	71.51%	70.14%	70.26%	69.19%	70.13%	70.99%
Always There Healthcare LLC	0	0	0	0.03%	0.09%	0.18%	0.16%	0.12%
Assisted Care by Black Stone of CIN	1.53%	1.53%	1.43%	1.45%	1.51%	1.23%	1.14%	1.33%
Comfort and Care Home Health Agency, Inc.	0.31%	0.31%	0.22%	0.25%	0.25%	0.30%	0.35%	0
Interim Healthcare of Cincinnati Homestyles	9.79%	8.48%	8.46%	8.00%	7.25%	6.70%	6.75%	6.24%
LCD Home Health Agency	0.85%	0	0.33%	0.30%	0.10%	0.35%	0.27%	0.72%
Nova Home Care	1.40%	1.58%	1.71%	1.75%	1.56%	1.56%	1.01%	0.99%
Prime Home Care, LLC	0.22%	0.09%	0	0.17%	0.40%	0.48%	0.57%	0.91%
Quality Care	0.03%	0.06%	0.05%	0.04%	0.03%	0.04%	0	0
SH of Southern Ohio LLC	16.14%	15.41%	15.80%	17.54%	18.20%	19.11%	18.52%	17.55%
Superior Home Care, Inc.	0.19%	0.18%	0.19%	0.18%	0.19%	0.18%	0.24%	0.26%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	3	2	5	3	2	6	6	7	**4**
A Miracle Home Care	529	556	621	631	650	678	710	742	**640**
Always There Healthcare LLC	0	0	0	2	2	2	2	2	**2**
Assisted Care by Black Stone of CIN	14	11	10	11	10	10	7	14	**11**
Comfort and Care Home Health Agency, Inc.	3	5	2	4	2	3	3	0	**3**
Interim Healthcare of Cincinnati Homestyles	85	82	79	80	77	65	68	63	**75**
LCD Home Health Agency	15	0	5	5	2	3	2	5	**5**
Nova Home Care	9	9	9	8	11	12	12	8	**10**
Prime Home Care, LLC	1	1	0	3	6	5	5	8	**4**
Quality Care	1	1	1	1	1	1	0	0	**1**
SH of Southern Ohio LLC	166	159	186	195	194	201	195	181	**185**
Superior Home Care, Inc.	1	1	1	1	1	1	1	1	**1**
Total Distinct Clients Served	**827**	**827**	**919**	**944**	**958**	**987**	**1,011**	**1,031**	**85**

Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Total Billable Units**
Guardian Medical Monitoring, Inc.	4,186	4,093	4,210	4,180	4,100	4,246	4,422	4,496	**33,931**
Total Billable Units	**4,186**	**4,093**	**4,210**	**4,180**	**4,100**	**4,246**	**4,422**	**4,496**	**33,931**

Market Share

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

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Avg. Distinct Clients Served**
Guardian Medical Monitoring, Inc.	1,496	1,519	1,476	1,457	1,441	1,491	1,543	1,607	**1,504**
Total Distinct Clients Served	**1,496**	**1,519**	**1,476**	**1,457**	**1,441**	**1,491**	**1,543**	**1,607**	**1,504**

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Mayerson JCC (Jewish Community Center)	10,691	5,693	203	0	0	0	0	0	**16,587**
Meals on Wheels of SW Ohio and Northern Kentucky	37,017	35,281	40,758	41,946	44,093	41,767	44,201	44,965	**330,028**
Oxford Senior Citizens, Inc.	2,548	2,137	2,259	2,473	2,739	2,660	2,958	3,094	**20,868**
Partners in Prime	25,733	25,224	25,029	24,300	24,430	24,264	24,955	28,334	**202,269**
Warren County Community Service	27,114	25,525	26,799	28,337	30,998	30,466	34,763	37,376	**241,378**
Total Billable Units	**103,103**	**93,860**	**95,048**	**97,056**	**102,260**	**99,157**	**106,877**	**113,769**	**811,130**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	10.37%	6.07%	0.21%	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	35.90%	37.59%	42.88%	43.22%	43.12%	42.12%	41.36%	39.52%
Oxford Senior Citizens, Inc.	2.47%	2.28%	2.38%	2.55%	2.68%	2.68%	2.77%	2.72%
Partners in Prime	24.96%	26.87%	26.33%	25.04%	23.89%	24.47%	23.35%	24.90%
Warren County Community Service	26.30%	27.19%	28.20%	29.20%	30.31%	30.73%	32.53%	32.85%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	193	164	14	0	0	0	0	0	**124**
Meals on Wheels of SW Ohio and Northern Kentucky	577	645	649	677	686	690	708	712	**668**
Oxford Senior Citizens, Inc.	45	42	41	46	44	44	47	53	**45**
Partners in Prime	404	417	399	378	378	397	401	455	**404**
Warren County Community Service	397	413	410	444	483	528	561	575	**476**
Total Distinct Clients Served	**1,616**	**1,681**	**1,513**	**1,545**	**1,591**	**1,659**	**1,717**	**1,795**	**375**

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
101 Mobility Cincinnati	0	24	18	36	34	33	40	38	**223**
American Ramp Systems	43	44	42	41	38	28	26	24	**286**
Bernens Medical	111	96	103	93	73	73	64	99	**712**
Home First	5	4	3	1	2	4	4	4	**27**
Janz Medical Supply	6	7	8	0	3	10	4	11	**49**
Stateline Medical Equipment	7	5	2	9	6	4	0	2	**35**
Total Billable Units	**172**	**180**	**176**	**180**	**156**	**152**	**138**	**178**	**1,332**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
101 Mobility Cincinnati	0	13.33%	10.23%	20.00%	21.79%	21.71%	28.99%	21.35%
American Ramp Systems	25.00%	24.44%	23.86%	22.78%	24.36%	18.42%	18.84%	13.48%
Bernens Medical	64.53%	53.33%	58.52%	51.67%	46.79%	48.03%	46.38%	55.62%
Home First	2.91%	2.22%	1.70%	0.56%	1.28%	2.63%	2.90%	2.25%
Janz Medical Supply	3.49%	3.89%	4.55%	0	1.92%	6.58%	2.90%	6.18%
Stateline Medical Equipment	4.07%	2.78%	1.14%	5.00%	3.85%	2.63%	0	1.12%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	5	7	17	12	13	16	15	**12**
American Ramp Systems	19	19	17	14	14	12	9	10	**14**
Bernens Medical	70	62	58	60	42	52	44	61	**56**
Home First	5	4	3	1	2	3	4	4	**3**
Janz Medical Supply	5	7	7	0	3	8	4	6	**6**
Stateline Medical Equipment	6	4	2	9	6	4	0	2	**5**
Total Distinct Clients Served	**105**	**101**	**94**	**101**	**79**	**92**	**77**	**98**	**17**

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
101 Mobility Cincinnati	0	0	3	2	7	7	3	8	**30**
American Ramp Systems	1	2	0	0	0	2	1	1	**7**
Arrow Heating Cooling and Home Maintenance, LLC	5	4	1	0	5	2	0	0	**17**
Custom Home Elevator & Lift Co. Inc.	2	2	2	0	4	3	1	1	**15**
Home First	2	7	3	2	2	2	1	6	**25**
HomeCare Mattress Inc.	2	1	0	0	0	0	0	0	**3**
MedAdapt Ltd.	30	18	26	18	10	20	28	24	**174**
Momentum Mobility Solutions	0	0	0	0	0	0	1	1	**2**
Stateline Medical Equipment	10	8	11	5	12	12	10	12	**80**
Tri-State Maintenance	5	11	13	8	4	4	14	15	**74**
Total Billable Units	**57**	**53**	**59**	**35**	**44**	**52**	**59**	**68**	**427**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
101 Mobility Cincinnati	0	0	5.08%	5.71%	15.91%	13.46%	5.08%	11.76%
American Ramp Systems	1.75%	3.77%	0	0	0	3.85%	1.69%	1.47%
Arrow Heating Cooling and Home Maintenance, LLC	8.77%	7.55%	1.69%	0	11.36%	3.85%	0	0
Custom Home Elevator & Lift Co. Inc.	3.51%	3.77%	3.39%	0	9.09%	5.77%	1.69%	1.47%
Home First	3.51%	13.21%	5.08%	5.71%	4.55%	3.85%	1.69%	8.82%
HomeCare Mattress Inc.	3.51%	1.89%	0	0	0	0	0	0
MedAdapt Ltd.	52.63%	33.96%	44.07%	51.43%	22.73%	38.46%	47.46%	35.29%
Momentum Mobility Solutions	0	0	0	0	0	0	1.69%	1.47%
Stateline Medical Equipment	17.54%	15.09%	18.64%	14.29%	27.27%	23.08%	16.95%	17.65%
Tri-State Maintenance	8.77%	20.75%	22.03%	22.86%	9.09%	7.69%	23.73%	22.06%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	1	2	5	7	3	8	**4**
American Ramp Systems	1	2	0	0	0	2	1	1	**1**
Arrow Heating Cooling and Home Maintenance, LLC	5	4	1	0	3	2	0	0	**3**
Custom Home Elevator & Lift Co. Inc.	2	2	2	0	4	3	1	1	**2**
Home First	2	6	3	2	2	2	1	5	**3**
HomeCare Mattress Inc.	2	1	0	0	0	0	0	0	**2**
MedAdapt Ltd.	28	18	25	18	10	19	26	24	**21**
Momentum Mobility Solutions	0	0	0	0	0	0	1	1	**1**
Stateline Medical Equipment	10	8	11	5	12	12	10	12	**10**
Tri-State Maintenance	5	11	13	8	4	4	12	14	**9**
Total Distinct Clients Served	**55**	**52**	**56**	**35**	**40**	**51**	**55**	**66**	**7**

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Oxford Senior Citizens, Inc.	4	5	4	6	1	1	0	0	**21**
Partners in Prime	1,157	1,162	1,002	970	1,073	1,143	1,218	1,149	**8,874**
Total Billable Units	**1,161**	**1,167**	**1,006**	**976**	**1,074**	**1,143**	**1,218**	**1,150**	**8,894**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Oxford Senior Citizens, Inc.	0.32%	0.41%	0.42%	0.64%	0.09%	0.04%	0	0.02%
Partners in Prime	99.68%	99.59%	99.58%	99.36%	99.91%	99.96%	100.00%	99.98%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Oxford Senior Citizens, Inc.	2	3	4	4	3	1	0	1	**3**
Partners in Prime	238	248	233	219	222	234	235	232	**233**
Total Distinct Clients Served	**240**	**251**	**237**	**223**	**225**	**235**	**235**	**233**	**125**

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	3	4	2	1	2	2	1	5	**20**
Total Billable Units	**3**	**4**	**2**	**1**	**2**	**2**	**1**	**5**	**20**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	3	4	2	1	2	2	1	5	**3**
Total Distinct Clients Served	**3**	**4**	**2**	**1**	**2**	**2**	**1**	**5**	**3**

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Milts Termite & Pest Control	34	33	21	30	37	38	44	35	**272**
Total Billable Units	**34**	**33**	**21**	**30**	**37**	**38**	**44**	**35**	**272**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Milts Termite & Pest Control	15	15	12	13	16	20	20	17	**16**
Total Distinct Clients Served	**15**	**15**	**12**	**13**	**16**	**20**	**20**	**17**	**16**

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Kemper Shuttle Services	33	16	16	27	8	19	10	21	**150**
Meda-Care Transportation, Inc.	764	825	939	847	839	971	1,140	1,190	**7,515**
Oxford Senior Citizens, Inc.	4	10	8	12	2	6	4	10	**56**
Partners in Prime	940	727	583	329	395	380	340	408	**4,102**
Transport-U Transportation, LLC	187	163	191	192	204	235	220	279	**1,671**
Valley Transport LLC	737	546	394	409	431	333	434	408	**3,692**
Warren County Community Service	126	183	257	226	190	234	189	235	**1,640**
Total Billable Units	**2,791**	**2,470**	**2,388**	**2,042**	**2,069**	**2,178**	**2,337**	**2,551**	**18,826**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	1.18%	0.65%	0.67%	1.32%	0.39%	0.87%	0.43%	0.82%
Meda-Care Transportation, Inc.	27.37%	33.40%	39.32%	41.48%	40.55%	44.58%	48.78%	46.65%
Oxford Senior Citizens, Inc.	0.14%	0.40%	0.34%	0.59%	0.10%	0.28%	0.17%	0.39%
Partners in Prime	33.68%	29.43%	24.41%	16.11%	19.09%	17.45%	14.55%	15.99%
Transport-U Transportation, LLC	6.70%	6.60%	8.00%	9.40%	9.86%	10.79%	9.41%	10.94%
Valley Transport LLC	26.41%	22.11%	16.50%	20.03%	20.83%	15.29%	18.57%	15.99%
Warren County Community Service	4.51%	7.41%	10.76%	11.07%	9.18%	10.74%	8.09%	9.21%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Kemper Shuttle Services	6	3	3	2	2	4	2	2	**3**
Meda-Care Transportation, Inc.	60	60	68	61	63	64	66	78	**65**
Oxford Senior Citizens, Inc.	1	3	3	5	1	2	2	3	**3**
Partners in Prime	86	76	65	47	50	47	40	45	**57**
Transport-U Transportation, LLC	17	16	13	16	17	21	21	27	**19**
Valley Transport LLC	73	59	49	46	52	48	45	52	**53**
Warren County Community Service	13	18	17	19	18	17	16	19	**17**
Total Distinct Clients Served	**256**	**235**	**218**	**196**	**203**	**203**	**192**	**226**	**31**

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
A Best Home Care, Inc.	1	0	0	0	2	0	3	2
A Miracle Home Care	227	253	262	303	293	288	302	295
Always There Healthcare LLC	0	0	0	0	1	0	1	1
Assisted Care by Black Stone of CIN	5	10	7	4	3	4	5	6
Comfort and Care Home Health Agency, Inc.	6	3	1	1	3	2	2	0
Interim Healthcare of Cincinnati Homestyles	43	53	39	34	39	41	32	29
LCD Home Health Agency	2	1	1	1	1	1	3	1
Nova Home Care	6	3	7	5	5	5	8	5
Prime Home Care, LLC	3	0	1	0	2	1	0	0
Quality Care	0	0	0	1	0	0	0	0
SH of Southern Ohio LLC	73	71	79	90	80	89	80	84
Superior Home Care, Inc.	1	0	1	0	1	0	1	0

Home Delivered Meals

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	65	55	0	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	255	266	281	287	310	280	299	296
Oxford Senior Citizens, Inc.	19	14	24	23	19	25	19	27
Partners in Prime	197	203	178	187	161	196	166	181
Warren County Community Service	178	157	187	171	166	153	205	217

Medical Transportation

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Kemper Shuttle Services	5	2	6	2	3	2	2	0
Meda-Care Transportation, Inc.	47	34	34	37	45	38	46	45
Oxford Senior Citizens, Inc.	3	1	4	4	2	2	5	4
Partners in Prime	47	56	39	33	35	25	26	30
Transport-U Transportation, LLC	9	8	11	6	13	5	10	7
Valley Transport LLC	37	39	30	31	29	26	27	25
Warren County Community Service	10	15	9	13	11	17	11	12

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	90.0%	No Data	100.0%	90.0%
A Miracle Home Care	97.3%	98.5%	98.2%	98.3%	97.8%	97.2%	95.7%	98.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	95.5%	97.8%	100.0%	100.0%	100.0%	100.0%	98.0%	98.3%
Comfort and Care Home Health Agency, Inc.	73.3%	80.0%	100.0%	40.0%	80.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.3%	95.6%	95.9%	99.3%	96.7%	98.5%	99.2%	98.8%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	40.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	97.1%	98.0%	100.0%	96.0%	100.0%	100.0%
Prime Home Care, LLC	80.0%	No Data	100.0%	No Data	30.0%	80.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	79.1%	94.9%	93.9%	96.7%	95.3%	93.1%	93.1%	94.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	70.0%	No Data	100.0%	No Data

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2% ½ Historical Standard Deviation: 5.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	98.4%	99.5%	98.2%	98.8%	98.0%	97.1%	95.2%	98.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	0.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	96.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	0.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	69.0%	94.9%	96.9%	96.0%	96.9%	92.9%	95.6%	93.3%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4% ½ Historical Standard Deviation: 6.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	99.0%	100.0%	97.8%	98.1%	97.6%	97.6%	92.6%	97.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Comfort and Care Home Health Agency, Inc.	83.3%	66.7%	100.0%	0.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.2%	97.5%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	72.6%	95.1%	91.0%	94.9%	95.7%	88.0%	91.3%	91.1%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%	No Data

Do you have the same aide each time?								
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	94.6%	96.8%	96.2%	96.3%	95.9%	94.4%	91.2%	95.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.7%	96.2%	97.4%	97.1%	97.4%	97.6%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	71.0%	92.9%	88.6%	95.6%	92.5%	93.2%	92.3%	89.0%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	99.1%	99.2%	99.2%	99.3%	99.0%	99.0%	98.7%	99.7%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.7%	100.0%	97.4%	100.0%	97.4%	97.6%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	88.9%	98.6%	98.7%	97.8%	98.8%	96.6%	97.5%	96.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

Do you trust your aide?								
Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	98.2%	98.4%	98.9%	98.7%	99.0%	98.6%	98.0%	98.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.6%	96.2%	97.4%	100.0%	97.4%	97.6%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	87.5%	98.6%	98.7%	98.9%	97.5%	95.5%	97.5%	96.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.9%	97.6%	98.1%	98.3%	97.9%	97.2%	96.3%	99.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	97.7%	94.3%	97.4%	100.0%	97.4%	97.6%	100.0%	96.6%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	88.7%	95.7%	96.2%	96.7%	97.5%	95.5%	93.7%	96.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

Does your aide do the things you ask them to do?								
Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	97.3%	98.8%	98.5%	98.7%	98.3%	97.6%	97.3%	99.7%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	83.3%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	96.2%	97.4%	100.0%	97.4%	97.6%	100.0%	96.6%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	88.9%	97.1%	98.7%	97.8%	97.5%	95.5%	96.2%	97.6%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

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

Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	0.0%	No Data	100.0%	0.0%
A Miracle Home Care	98.9%	99.0%	98.6%	98.0%	97.1%	98.3%	96.4%	98.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	0.0%	33.3%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	92.9%	90.9%	76.7%	96.2%	90.6%	100.0%	92.3%	95.2%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	0.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	69.5%	89.5%	90.3%	95.9%	88.1%	85.9%	86.9%	90.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	0.0%	No Data	100.0%	No Data

Is your aide dependable?

Historical Average: 89.6% ½ Historical Standard Deviation: 6.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	94.3%	96.8%	97.7%	98.0%	97.3%	94.8%	93.6%	96.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	0.0%	66.7%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	95.3%	92.5%	97.4%	100.0%	97.4%	97.6%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	85.7%	100.0%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	76.4%	89.9%	89.9%	95.6%	92.5%	92.0%	88.6%	96.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	96.0%	98.4%	98.5%	98.3%	97.6%	97.9%	97.3%	99.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	66.7%	100.0%	100.0%	66.7%	100.0%	100.0%	No Data
Interim Healthcare of Cincinnati Homestyles	100.0%	92.5%	97.4%	100.0%	97.4%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	66.7%	No Data	100.0%	No Data	0.0%	100.0%	No Data	No Data
Quality Care	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	78.9%	97.1%	89.9%	97.8%	96.3%	96.5%	91.0%	96.4%
Superior Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	98.5%	99.8%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	99.0%	99.3%	98.6%	99.0%	98.8%	97.9%	98.5%
Oxford Senior Citizens, Inc.	100.0%	97.3%	97.9%	98.4%	98.6%	99.0%	98.7%	97.2%
Partners in Prime	98.4%	99.0%	98.5%	98.0%	99.4%	99.1%	97.7%	99.2%
Warren County Community Service	98.9%	98.5%	99.6%	99.2%	99.6%	99.0%	99.3%	97.9%

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

Are your meals good? Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	98.5%	98.1%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	98.1%	98.6%	96.2%	97.1%	97.5%	96.3%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	95.8%	95.7%	94.1%	100.0%	100.0%	96.2%
Partners in Prime	97.4%	99.0%	96.6%	96.3%	99.4%	98.5%	97.6%	98.3%
Warren County Community Service	98.3%	96.8%	100.0%	98.2%	98.2%	98.7%	99.0%	95.4%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.6%	100.0%	99.6%	99.6%	100.0%	99.6%	99.7%	99.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.5%	99.5%	99.4%	100.0%	100.0%	99.5%	99.4%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	99.1%

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	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.1%	100.0%	100.0%	99.6%	99.3%	99.6%	97.8%	97.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.4%	99.4%	99.3%	99.4%	99.3%	98.8%	98.6%	100.0%
Warren County Community Service	99.3%	99.2%	99.4%	100.0%	99.3%	99.2%	99.4%	99.4%

Do you eat your home delivered meals?								
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	98.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.6%	99.6%	99.7%	100.0%	99.6%	99.7%	100.0%
Oxford Senior Citizens, Inc.	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.5%	100.0%	100.0%	98.9%	100.0%	99.5%	98.2%	100.0%
Warren County Community Service	99.4%	100.0%	100.0%	100.0%	100.0%	99.3%	99.5%	99.1%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	93.8%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	95.2%	96.2%	96.8%	95.5%	97.4%	96.4%	96.0%	95.9%
Oxford Senior Citizens, Inc.	100.0%	85.7%	91.7%	95.7%	94.4%	91.7%	89.5%	88.9%
Partners in Prime	96.4%	97.0%	94.4%	93.0%	98.1%	97.4%	94.0%	97.8%
Warren County Community Service	97.7%	94.3%	97.3%	97.1%	99.4%	96.7%	98.5%	94.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	98.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	98.9%	100.0%	98.9%	100.0%	98.6%	98.7%	98.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	96.3%
Partners in Prime	99.0%	100.0%	99.4%	98.4%	100.0%	99.5%	97.6%	98.9%
Warren County Community Service	98.3%	99.4%	100.0%	98.8%	100.0%	98.7%	98.5%	98.2%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	98.5%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	98.9%	100.0%	99.0%	98.7%	99.3%	97.7%	99.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	96.2%
Partners in Prime	98.5%	99.0%	100.0%	98.9%	100.0%	100.0%	98.8%	99.4%
Warren County Community Service	98.9%	98.7%	100.0%	99.4%	100.0%	100.0%	99.5%	99.1%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Kemper Shuttle Services	100.0%	100.0%	85.0%	100.0%	90.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	98.8%	98.4%	99.4%	99.7%	97.1%	99.1%	97.2%	96.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Partners in Prime	98.0%	98.3%	100.0%	100.0%	100.0%	100.0%	99.6%	99.6%
Transport-U Transportation, LLC	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	95.0%	96.4%	99.6%	96.8%	98.5%	95.0%	95.9%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?

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

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	95.3%	100.0%	100.0%	100.0%	97.6%	100.0%	97.6%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	94.1%	94.3%	100.0%	92.9%	96.2%	91.7%	96.3%	86.4%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?

Historical Average: 98.6%
½ Historical Standard Deviation: 1.4%

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	95.3%	93.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.7%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	97.2%	100.0%	100.0%	100.0%	95.8%	96.3%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%	97.7%	95.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	97.1%	97.2%	96.2%	96.4%	100.0%	95.8%	92.6%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.8%	96.9%	100.0%	97.6%	100.0%	97.7%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	97.1%	97.2%	100.0%	96.4%	100.0%	91.7%	96.3%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9% ½ Historical Standard Deviation: 2.2%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	95.3%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Partners in Prime	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	92.7%	97.0%	97.6%	97.6%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	97.1%	100.0%	100.0%	96.4%	100.0%	95.8%	96.2%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	97.7%	100.0%	100.0%	100.0%	97.6%	100.0%	97.7%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	97.1%	97.2%	100.0%	92.9%	96.2%	91.7%	96.3%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1% ½ Historical Standard Deviation: 4.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	95.3%	96.8%	100.0%	97.1%	97.6%	97.0%	97.7%	97.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	88.2%	88.9%	100.0%	96.4%	96.2%	95.8%	96.3%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Provider Quality Report: Satisfaction Metrics[1]

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	66.7%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.8%	100.0%	100.0%	95.1%	97.0%	97.7%	90.7%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	94.1%	97.2%	100.0%	100.0%	100.0%	95.8%	96.3%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8% ½ Historical Standard Deviation: 2.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Kemper Shuttle Services	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	97.7%	95.3%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	88.2%	94.4%	100.0%	96.4%	96.2%	95.8%	96.3%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

[1]Appendix: A describes the methodology used to calculate historical average, ½ histocial standard deviation, and identifies the color coding schema.

Appendix A: Methodology for SASI Analysis

Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,275 SASIs collected from July 1, 2026 through September 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