COA
Council on Aging



Clinton County

PQR

Provider Quality Report

Quarter 3, 2026

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Provider Quality Report: Introduction

Clinton 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

SASI Scoring:
SASI scores consist of smaller sample sizes which may impact provider scores.

Provider Quality Report: Provider Activity

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Katys Home Health Care LLC	Home Care Assistance	10/1/2025
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Extended Family	Adult Day Service	8/31/2026
Janz Medical Supply	Home Medical Equipment	9/1/2026
Assisted Care by Black Stone of CIN	Home Care Assistance	9/30/2026

Provider	Service Delivered - New	Effective
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Senior Helpers of Cincinnati (SH of Southern Ohio,	Home Care Assistance	11/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
A Best Home Care, Inc.	Home Care Assistance	8/29/2025
A Miracle Home Care	Home Care Assistance	8/29/2025
Nova Home Care Co.	Home Care Assistance	8/29/2025
Extended Family Home Health Services	Adult Day Care	10/1/2025
Extended Family Home Health Services	Home Care Assistance	10/1/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026
Interim Healthcare	Home Care Assistance	10/1/2026
LCD Agency Services	Home Care Assistance	10/1/2026
Prime Home Care, LLC	Home Care Assistance	10/1/2026
Right at Home	Home Care Assistance	10/1/2026
SH of Southern Ohio, LLC	Home Care Assistance	10/1/2026
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
Katys Home Health Care LLC	Home Care Assistance	7/8/2025
Extended Family Home Health Services	Adult Day Care	6/17/2026

Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Extended Family Home Health Services	0	0	0	0	4	11	25	17	**56**
Otterbein Lebanon Adult Day Service	0	0	9	11	8	1	0	0	**28**
Total Billable Units	**0**	**0**	**9**	**11**	**12**	**11**	**25**	**17**	**83**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Extended Family Home Health Services	0	0	0	0	34.78%	95.45%	100.00%	100.00%
Otterbein Lebanon Adult Day Service	0	0	100.00%	100.00%	65.22%	4.55%	0	0
Total Market Share	**0**	**0**	**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
Extended Family Home Health Services	0	0	0	0	2	3	2	2	**2**
Otterbein Lebanon Adult Day Service	0	0	1	1	2	1	0	0	**1**
Total Distinct Clients Served	**0**	**0**	**1**	**1**	**4**	**4**	**2**	**2**	**2**

Provider Quality Report: Service Metrics

Clinton 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.	1,643	1,406	1,693	2,444	2,175	1,560	3,175	2,030	**16,125**
Total Billable Units	**1,643**	**1,406**	**1,693**	**2,444**	**2,175**	**1,560**	**3,175**	**2,030**	**16,125**

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.	23	26	33	39	40	35	42	38	**35**
Total Distinct Clients Served	**23**	**26**	**33**	**39**	**40**	**35**	**42**	**38**	**35**

Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3	Total Billable Units
A Miracle Home Care	0	0	0	11	602	436	592	705	**2,344**
AnswerCare LLC	0	0	0	133	226	167	117	30	**672**
Assisted Care by Black Stone of CIN	0	0	0	59	223	197	225	261	**964**
Extended Family Home Health Services	0	0	0	0	911	1,335	1,687	2,192	**6,125**
First Community Health Services, LLC	147	124	143	184	153	82	94	34	**961**
Gabriels Angels Homecare, LLC	1,865	1,509	1,512	1,438	1,766	1,675	1,624	1,374	**12,761**
Katys Home Health Care LLC	2,275	2,183	2,207	1,701	0	0	0	0	**8,366**
Senior Helpers of Dayton	213	487	248	319	254	182	179	180	**2,062**
Total Billable Units	**4,501**	**4,302**	**4,109**	**3,844**	**4,134**	**4,073**	**4,517**	**4,775**	**34,254**

Market Share

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
A Miracle Home Care	0	0	0	0.27%	14.55%	10.69%	13.10%	14.77%
AnswerCare LLC	0	0	0	3.45%	5.46%	4.10%	2.58%	0.62%
Assisted Care by Black Stone of CIN	0	0	0	1.53%	5.38%	4.83%	4.99%	5.46%
Extended Family Home Health Services	0	0	0	0	22.05%	32.77%	37.35%	45.91%
First Community Health Services, LLC	3.27%	2.88%	3.48%	4.77%	3.70%	2.01%	2.09%	0.71%
Gabriels Angels Homecare, LLC	41.44%	35.07%	36.80%	37.40%	42.72%	41.12%	35.94%	28.77%
Katys Home Health Care LLC	50.55%	50.74%	53.70%	44.26%	0	0	0	0
Senior Helpers of Dayton	4.74%	11.31%	6.02%	8.31%	6.14%	4.47%	3.96%	3.77%
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
A Miracle Home Care	0	0	0	5	34	25	24	26	**23**
AnswerCare LLC	0	0	0	10	9	6	9	4	**8**
Assisted Care by Black Stone of CIN	0	0	0	11	11	9	9	12	**10**
Extended Family Home Health Services	0	0	0	0	55	65	79	89	**72**
First Community Health Services, LLC	5	4	4	4	4	4	2	2	**4**
Gabriels Angels Homecare, LLC	116	122	102	94	106	99	92	78	**101**
Katys Home Health Care LLC	98	97	97	86	0	0	0	0	**95**
Senior Helpers of Dayton	20	23	14	9	8	5	4	4	**11**
Total Distinct Clients Served	**239**	**246**	**217**	**219**	**227**	**213**	**219**	**215**	**38**

Provider Quality Report: Service Metrics

Clinton 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.	738	711	720	674	643	647	669	644	**5,445**
Total Billable Units	**738**	**711**	**720**	**674**	**643**	**647**	**669**	**644**	**5,445**

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.	256	266	252	236	229	236	237	232	**243**
Total Distinct Clients Served	**256**	**266**	**252**	**236**	**229**	**236**	**237**	**232**	**243**

Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	8,278	8,693	8,763	8,212	8,316	7,577	7,183	8,170	**65,192**
Mayerson JCC (Jewish Community Center)	0	63	28	0	0	0	0	0	**91**
Meals on Wheels of SW Ohio and Northern Kentucky	3,196	3,527	4,315	4,501	5,600	4,909	4,260	3,682	**33,990**
Total Billable Units	**11,474**	**12,283**	**13,106**	**12,713**	**13,916**	**12,486**	**11,443**	**11,852**	**99,273**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	72.15%	70.77%	66.86%	64.60%	59.76%	60.68%	62.77%	68.93%
Mayerson JCC (Jewish Community Center)	0	0.51%	0.21%	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	27.85%	28.71%	32.92%	35.40%	40.24%	39.32%	37.23%	31.07%
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
Clinton County Community Action Program	119	131	135	123	130	107	120	118	**123**
Mayerson JCC (Jewish Community Center)	0	1	1	0	0	0	0	0	**1**
Meals on Wheels of SW Ohio and Northern Kentucky	56	59	67	80	93	78	67	57	**70**
Total Distinct Clients Served	**175**	**191**	**203**	**203**	**223**	**185**	**187**	**175**	**86**

Provider Quality Report: Service Metrics

Clinton 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
Bernens Medical	3	3	0	3	4	3	0	4	**20**
Home First	18	10	5	6	5	8	16	8	**76**
Janz Medical Supply	1	5	0	0	11	9	3	1	**30**
Stateline Medical Equipment	0	4	0	1	1	0	0	1	**7**
Total Billable Units	**22**	**22**	**5**	**10**	**21**	**20**	**19**	**14**	**133**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Bernens Medical	13.64%	13.64%	0	30.00%	19.05%	15.00%	0	28.57%
Home First	81.82%	45.45%	100.00%	60.00%	23.81%	40.00%	84.21%	57.14%
Janz Medical Supply	4.55%	22.73%	0	0	52.38%	45.00%	15.79%	7.14%
Stateline Medical Equipment	0	18.18%	0	10.00%	4.76%	0	0	7.14%
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
Bernens Medical	2	2	0	1	1	2	0	4	**2**
Home First	13	9	5	5	5	8	13	8	**8**
Janz Medical Supply	1	2	0	0	9	7	3	1	**4**
Stateline Medical Equipment	0	3	0	1	1	0	0	1	**2**
Total Distinct Clients Served	**16**	**16**	**5**	**7**	**16**	**17**	**16**	**14**	**4**

Provider Quality Report: Service Metrics

Clinton 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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	2	0	7	0	**9**
Custom Home Elevator & Lift Co. Inc.	0	0	0	1	0	0	0	1	**2**
Home First	1	9	7	7	2	4	3	2	**35**
Stateline Medical Equipment	0	0	1	1	1	0	3	1	**7**
Tri-State Maintenance	1	0	1	1	0	0	0	0	**3**
Total Billable Units	**2**	**9**	**9**	**10**	**5**	**4**	**13**	**4**	**56**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	40.00%	0	53.85%	0
Custom Home Elevator & Lift Co. Inc.	0	0	0	10.00%	0	0	0	25.00%
Home First	50.00%	100.00%	77.78%	70.00%	40.00%	100.00%	23.08%	50.00%
Stateline Medical Equipment	0	0	11.11%	10.00%	20.00%	0	23.08%	25.00%
Tri-State Maintenance	50.00%	0	11.11%	10.00%	0	0	0	0
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
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	2	0	7	0	**5**
Custom Home Elevator & Lift Co. Inc.	0	0	0	1	0	0	0	1	**1**
Home First	1	8	4	7	2	3	3	1	**4**
Stateline Medical Equipment	0	0	1	1	1	0	1	1	**1**
Tri-State Maintenance	1	0	1	1	0	0	0	0	**1**
Total Distinct Clients Served	**2**	**8**	**6**	**10**	**5**	**3**	**11**	**3**	**2**

Provider Quality Report: Service Metrics

Clinton 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	0	0	1	0	0	0	1	0	**2**
Total Billable Units	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**0**	**2**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home First	0	0	100.00%	0	0	0	100.00%	0
Total Market Share	**0**	**0**	**100.00%**	**0**	**0**	**0**	**100.00%**	**0**

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	0	0	1	0	0	0	1	0	**1**
Total Distinct Clients Served	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**0**	**1**

Provider Quality Report: Service Metrics

Clinton 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	3	0	0	0	0	0	3	3	**9**
Total Billable Units	**3**	**0**	**0**	**0**	**0**	**0**	**3**	**3**	**9**

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%	0	0	0	0	0	100.00%	100.00%
Total Market Share	**100.00%**	**0**	**0**	**0**	**0**	**0**	**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	1	0	0	0	0	0	1	1	**1**
Total Distinct Clients Served	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**1**

Provider Quality Report: Service Metrics

Clinton 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
Clinton County Community Action Program	18	12	2	12	22	14	22	28	**130**
Meda-Care Transportation, Inc.	18	8	16	4	0	0	4	0	**50**
Valley Transport LLC	0	1	0	2	0	4	0	2	**9**
Warren County Community Service	25	21	31	44	38	74	62	28	**323**
Total Billable Units	**61**	**42**	**49**	**62**	**60**	**92**	**88**	**58**	**512**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	29.51%	28.57%	4.08%	19.35%	36.67%	15.22%	25.00%	48.28%
Meda-Care Transportation, Inc.	29.51%	19.05%	32.65%	6.45%	0	0	4.55%	0
Valley Transport LLC	0	2.38%	0	3.23%	0	4.35%	0	3.45%
Warren County Community Service	40.98%	50.00%	63.27%	70.97%	63.33%	80.43%	70.45%	48.28%
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
Clinton County Community Action Program	7	4	1	2	6	5	6	6	**5**
Meda-Care Transportation, Inc.	4	3	2	2	0	0	1	0	**2**
Valley Transport LLC	0	1	0	2	0	1	0	1	**1**
Warren County Community Service	5	4	7	7	6	8	9	6	**7**
Total Distinct Clients Served	**16**	**12**	**10**	**13**	**12**	**14**	**16**	**13**	**4**

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	0	0	0	0	4	6	4	4
AnswerCare LLC	0	0	0	0	1	0	1	0
Assisted Care by Black Stone of CIN	0	0	0	0	1	4	1	3
Extended Family Home Health Services	0	0	0	0	5	26	18	17
First Community Health Services, LLC	1	2	0	1	2	1	0	0
Gabriels Angels Homecare, LLC	42	34	37	34	35	31	28	18
Katys Home Health Care LLC	31	36	30	22	0	0	0	0
Senior Helpers of Dayton	2	7	4	2	4	2	2	0

Home Delivered Meals

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	29	41	33	34	30	40	22	14
Meals on Wheels of SW Ohio and Northern Kentucky	9	22	29	18	13	22	24	13

Medical Transportation

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	0	1	1	0	0	2	2	1
Meda-Care Transportation, Inc.	0	1	1	0	0	0	0	0
Warren County Community Service	1	1	2	0	1	2	0	0

Provider Quality Report: Satisfaction Metrics[1]

Clinton 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 Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	93.3%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	40.0%	No Data	50.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	90.0%	90.0%	90.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	94.0%	95.1%	96.3%	92.4%
First Community Health Services, LLC	100.0%	90.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	93.6%	90.5%	92.2%	95.3%	95.1%	95.1%	94.2%	95.4%
Katys Home Health Care LLC	90.6%	94.4%	94.6%	91.7%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	95.0%	85.7%	65.0%	95.0%	95.0%	95.0%	95.0%	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 Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	80.0%	94.4%	100.0%	92.9%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	92.9%	84.8%	94.3%	94.1%	97.1%	96.8%	92.6%	94.4%
Katys Home Health Care LLC	96.8%	97.2%	93.3%	95.2%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	71.4%	75.0%	50.0%	100.0%	100.0%	100.0%	No Data

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4% ½ Historical Standard Deviation: 6.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	91.3%	100.0%	86.7%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	95.2%	88.2%	91.7%	100.0%	94.3%	96.8%	92.6%	94.4%
Katys Home Health Care LLC	96.8%	91.7%	89.7%	86.4%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	71.4%	75.0%	100.0%	100.0%	100.0%	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]

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	92.3%	94.4%	100.0%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	81.0%	82.4%	75.7%	73.5%	91.4%	90.3%	96.3%	94.4%
Katys Home Health Care LLC	61.3%	72.2%	80.0%	68.2%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	25.0%	100.0%	75.0%	50.0%	100.0%	No Data

Do you like the way your aide treats you?								
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%
Katys Home Health Care LLC	96.8%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data

Do you trust your aide?								
Historical Average: 94.9% ½ Historical Standard Deviation: 3.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	50.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	100.0%	100.0%	97.3%	100.0%	97.1%	96.7%	100.0%	100.0%
Katys Home Health Care LLC	93.5%	100.0%	96.7%	100.0%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	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]

Clinton 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 Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	80.0%	96.2%	88.9%	100.0%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	95.2%	100.0%	94.4%	97.1%	94.3%	100.0%	92.9%	94.4%
Katys Home Health Care LLC	80.6%	88.9%	96.7%	90.5%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data

Does your aide do the things you ask them to do?								
Historical Average: 95.7% ½ Historical Standard Deviation: 3.0%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	80.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	100.0%	100.0%	94.6%	97.1%	97.1%	100.0%	96.4%	100.0%
Katys Home Health Care LLC	93.5%	97.2%	100.0%	100.0%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	50.0%	85.7%	75.0%	100.0%	100.0%	100.0%	100.0%	No Data

If your aide is not available, are you offered another aide?								
Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	0.0%	0.0%	0.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	84.2%	85.7%	50.0%
First Community Health Services, LLC	100.0%	50.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	81.0%	78.8%	82.4%	94.1%	90.9%	80.6%	85.2%	87.5%
Katys Home Health Care LLC	93.3%	100.0%	96.6%	90.0%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	71.4%	75.0%	100.0%	75.0%	100.0%	50.0%	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]

Clinton County ESP

Home Care Assistance SASI Scores

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 Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	0.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	96.2%	94.4%	100.0%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	97.6%	85.3%	94.6%	100.0%	94.3%	93.5%	92.9%	94.4%
Katys Home Health Care LLC	96.7%	100.0%	96.7%	95.5%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	85.7%	25.0%	100.0%	100.0%	100.0%	100.0%	No Data

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Miracle Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
AnswerCare LLC	No Data	No Data	No Data	No Data	0.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Extended Family Home Health Services	No Data	No Data	No Data	No Data	100.0%	96.0%	100.0%	94.1%
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Gabriels Angels Homecare, LLC	92.9%	85.3%	97.2%	97.1%	97.1%	96.7%	92.9%	94.4%
Katys Home Health Care LLC	96.8%	97.1%	96.6%	90.9%	No Data	No Data	No Data	No Data
Senior Helpers of Dayton	100.0%	71.4%	75.0%	100.0%	100.0%	100.0%	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]

Clinton 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
Clinton County Community Action Program	99.1%	98.2%	98.1%	98.5%	99.6%	98.8%	98.3%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	99.4%	98.7%	97.9%	98.1%	95.4%	97.9%	96.1%

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
Clinton County Community Action Program	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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
Clinton County Community Action Program	96.6%	97.6%	90.9%	100.0%	100.0%	97.5%	95.5%	92.9%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	96.4%	88.9%	92.3%	90.9%	95.8%	84.6%

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
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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
Clinton County Community Action Program	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	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]

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	96.6%	100.0%	100.0%	90.9%	95.8%	100.0%

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
Clinton County Community Action Program	100.0%	95.1%	93.9%	87.9%	100.0%	95.0%	90.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	95.5%	96.6%	100.0%	92.3%	95.5%	95.8%	92.3%

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
Clinton County Community Action Program	100.0%	97.6%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	94.4%	100.0%	95.5%	95.8%	91.7%

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
Clinton County Community Action Program	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	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]

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	80.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

Can you depend on your transportation service?

Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

Do you feel safe and secure during your ride?

Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	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]

Clinton 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	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	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]

Clinton 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	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	0.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

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
Clinton County Community Action Program	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data

[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

Clinton 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 68 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 2, 2023 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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