COA
Council on Aging



Hamilton County

PQR

Provider Quality Report

Quarter 3, 2026

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Provider Quality Report: Introduction

Hamilton County ESP

General Information:

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

Billable Unit Conversions:

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

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

Provider Quality Report: Provider Activity

Hamilton County ESP

Provider	Service No Longer Delivered	Termination Effective
Saint Joseph Construction	Minor Home Mod	12/26/2024
360 Total Care	Adult Day Service	6/15/2026
Comfort and Care	Home Care Assistance	7/7/2026
Quality Care	Home Care Assistance	7/7/2026
Janz Medical Supply	Home Medical Equipment	9/1/2026
Western Hills	Home Care Assistance	9/30/2026
A Best HomeCare	Home Care Assistance	9/30/2026
Assisted Care by Blackstone	Home Care Assistance	9/30/2026

Provider	Service Delivered - New	Effective
Arrow Heating Cooling and Home Maintenance	Environmental - Chore	11/1/2024
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Margaret's Heart Senior Day Center	Adult Day Service	6/2/2025
Vebcom LLC	Adult Day Service	8/7/2025
Aleph Transit, LLC (formerly Bethesda MT)	Transportation	12/21/2025
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
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

Hamilton 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
360 Total Care, LLC	0	0	0	0	0	0	1	0	**1**
Active Day of Cincinnati	325	259	227	167	206	196	202	184	**1,764**
Bayley Life ADC	549	484	570	609	580	560	534	460	**4,343**
Day Share Senior Services	90	62	50	40	48	33	41	40	**404**
Lincoln Heights Outreach Inc.	242	191	188	173	164	129	165	154	**1,404**
Northwest Adult Services Pioneer Home Healthcare	31	31	27	10	0	0	0	0	**99**
Restoration Adult Day Services, LLC	0	0	24	57	78	60	40	83	**340**
Vebcom LLC	0	0	0	0	0	1	8	3	**12**
Total Billable Units	**1,236**	**1,027**	**1,085**	**1,055**	**1,075**	**978**	**989**	**922**	**8,365**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care, LLC	0	0	0	0	0	0	0.05%	0
Active Day of Cincinnati	26.29%	25.23%	20.89%	15.78%	19.13%	20.05%	20.37%	19.90%
Bayley Life ADC	44.38%	47.10%	52.56%	57.73%	53.93%	57.24%	53.94%	49.84%
Day Share Senior Services	7.28%	6.04%	4.56%	3.79%	4.47%	3.38%	4.15%	4.34%
Lincoln Heights Outreach Inc.	19.54%	18.61%	17.34%	16.40%	15.22%	13.15%	16.68%	16.65%
Northwest Adult Services Pioneer Home Healthcare	2.51%	3.02%	2.49%	0.95%	0	0	0	0
Restoration Adult Day Services, LLC	0	0	2.17%	5.36%	7.26%	6.09%	3.99%	8.95%
Vebcom LLC	0	0	0	0	0	0.10%	0.81%	0.33%
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
360 Total Care, LLC	0	0	0	0	0	0	1	0	**1**
Active Day of Cincinnati	15	13	13	10	12	14	16	13	**13**
Bayley Life ADC	23	26	25	24	26	32	25	23	**26**
Day Share Senior Services	4	4	2	3	3	4	3	2	**3**
Lincoln Heights Outreach Inc.	7	7	8	7	7	6	6	7	**7**
Northwest Adult Services Pioneer Home Healthcare	2	1	1	1	0	0	0	0	**1**
Restoration Adult Day Services, LLC	0	0	4	5	4	4	5	4	**4**
Vebcom LLC	0	0	0	0	0	1	1	1	**1**
Total Distinct Clients Served	**51**	**51**	**53**	**50**	**52**	**61**	**57**	**50**	**9**

Provider Quality Report: Service Metrics

Hamilton 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.	37,489	27,716	29,871	27,350	24,540	16,046	30,960	23,157	**217,129**
Total Billable Units	**37,489**	**27,716**	**29,871**	**27,350**	**24,540**	**16,046**	**30,960**	**23,157**	**217,129**

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.	428	399	389	351	339	322	355	347	**366**
Total Distinct Clients Served	**428**	**399**	**389**	**351**	**339**	**322**	**355**	**347**	**366**

Provider Quality Report: Service Metrics

Hamilton 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.	5,910	5,549	5,420	5,088	5,026	5,069	5,319	5,273	**42,653**
Total Billable Units	**5,910**	**5,549**	**5,420**	**5,088**	**5,026**	**5,069**	**5,319**	**5,273**	**42,653**

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.	2,083	2,056	1,913	1,821	1,782	1,823	1,906	1,938	**1,915**
Total Distinct Clients Served	**2,083**	**2,056**	**1,913**	**1,821**	**1,782**	**1,823**	**1,906**	**1,938**	**1,915**

Provider Quality Report: Service Metrics

Hamilton 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.	722	750	948	945	934	933	1,109	1,455	**7,795**
A Miracle Home Care	34,162	31,687	32,242	31,323	32,440	32,672	34,488	35,656	**264,670**
Always There Healthcare LLC	2,053	1,544	1,560	1,664	1,821	1,835	1,873	1,862	**14,211**
Amaramedical Health Care Services, Inc.	4,201	3,893	3,599	3,779	3,555	3,384	3,585	3,790	**29,785**
Assisted Care by Black Stone of CIN	3,834	3,587	3,726	3,576	3,293	2,714	2,608	2,434	**25,772**
Comfort and Care Home Health Agency, Inc.	231	235	203	30	5	9	0	0	**713**
Day Share Senior Services	395	325	474	604	592	669	933	1,143	**5,133**
Eastern Personnel Services, Inc.	1,188	988	1,055	1,848	1,093	614	851	1,098	**8,733**
Hillebrand Home Health	2,444	2,061	1,980	1,921	1,754	1,633	1,698	1,616	**15,106**
Interim Healthcare of Cincinnati Homestyles	3,011	2,474	2,436	2,266	2,015	1,219	2,380	1,779	**17,580**
LCD Home Health Agency	1,004	971	1,003	801	635	1,035	702	705	**6,854**
Nova Home Care	4,589	4,265	4,027	4,243	4,779	4,654	4,721	4,870	**36,147**
Prime Home Care, LLC	480	412	386	463	490	531	527	432	**3,720**
Quality Care	5,851	5,073	4,517	4,320	3,647	3,112	3,290	185	**29,995**
Right at Home	2,317	2,112	2,164	2,230	2,130	1,874	2,202	2,405	**17,433**
SH of Southern Ohio LLC	3,111	2,895	3,075	2,636	2,873	3,840	4,052	4,041	**26,522**
Superior Home Care, Inc.	4,809	4,090	4,104	3,952	3,915	3,738	3,825	3,800	**32,233**
Western Hills Home Care	1,017	765	837	828	852	840	835	444	**6,417**
Total Billable Units	**75,416**	**68,126**	**68,335**	**67,426**	**66,822**	**65,304**	**69,678**	**67,711**	**548,817**

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.	0.96%	1.10%	1.39%	1.40%	1.40%	1.43%	1.59%	2.15%
A Miracle Home Care	45.30%	46.51%	47.18%	46.46%	48.55%	50.03%	49.50%	52.66%
Always There Healthcare LLC	2.72%	2.27%	2.28%	2.47%	2.72%	2.81%	2.69%	2.75%
Amaramedical Health Care Services, Inc.	5.57%	5.71%	5.27%	5.60%	5.32%	5.18%	5.15%	5.60%
Assisted Care by Black Stone of CIN	5.08%	5.27%	5.45%	5.30%	4.93%	4.16%	3.74%	3.59%
Comfort and Care Home Health Agency, Inc.	0.31%	0.35%	0.30%	0.04%	0.01%	0.01%	0	0
Day Share Senior Services	0.52%	0.48%	0.69%	0.90%	0.89%	1.02%	1.34%	1.69%
Eastern Personnel Services, Inc.	1.57%	1.45%	1.54%	2.74%	1.63%	0.94%	1.22%	1.62%
Hillebrand Home Health	3.24%	3.03%	2.90%	2.85%	2.62%	2.50%	2.44%	2.39%
Interim Healthcare of Cincinnati Homestyles	3.99%	3.63%	3.56%	3.36%	3.02%	1.87%	3.42%	2.63%
LCD Home Health Agency	1.33%	1.43%	1.47%	1.19%	0.95%	1.58%	1.01%	1.04%
Nova Home Care	6.08%	6.26%	5.89%	6.29%	7.15%	7.13%	6.78%	7.19%
Prime Home Care, LLC	0.64%	0.60%	0.56%	0.69%	0.73%	0.81%	0.76%	0.64%
Quality Care	7.76%	7.45%	6.61%	6.41%	5.46%	4.77%	4.72%	0.27%
Right at Home	3.07%	3.10%	3.17%	3.31%	3.19%	2.87%	3.16%	3.55%
SH of Southern Ohio LLC	4.12%	4.25%	4.50%	3.91%	4.30%	5.88%	5.81%	5.97%
Superior Home Care, Inc.	6.38%	6.00%	6.01%	5.86%	5.86%	5.72%	5.49%	5.61%
Western Hills Home Care	1.35%	1.12%	1.23%	1.23%	1.27%	1.29%	1.20%	0.66%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
	2024	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.	21	22	28	28	23	31	39	37	**29**
A Miracle Home Care	922	881	852	851	938	980	1,007	1,075	**938**
Always There Healthcare LLC	56	53	51	53	57	60	63	65	**57**
Amaramedical Health Care Services, Inc.	107	100	92	98	93	99	103	110	**100**
Assisted Care by Black Stone of CIN	95	93	91	87	79	69	61	67	**80**
Comfort and Care Home Health Agency, Inc.	3	3	3	2	2	1	0	0	**2**
Day Share Senior Services	9	10	12	16	16	17	26	42	**19**
Eastern Personnel Services, Inc.	50	41	40	48	41	30	29	53	**42**
Hillebrand Home Health	53	50	48	46	43	40	41	40	**45**
Interim Healthcare of Cincinnati Homestyles	83	76	69	63	57	51	48	43	**61**
LCD Home Health Agency	23	25	26	21	24	23	19	16	**22**
Nova Home Care	103	95	92	105	111	110	120	121	**107**
Prime Home Care, LLC	11	11	12	22	13	13	12	11	**13**
Quality Care	148	140	131	117	113	92	98	55	**112**
Right at Home	73	70	66	66	61	54	61	68	**65**
SH of Southern Ohio LLC	94	100	108	108	111	156	155	147	**122**
Superior Home Care, Inc.	138	125	118	120	121	124	119	114	**122**
Western Hills Home Care	29	22	23	23	25	26	23	19	**24**
Total Distinct Clients Served	**2,018**	**1,917**	**1,862**	**1,874**	**1,928**	**1,976**	**2,024**	**2,083**	**110**

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3	Total Billable Units
Deupree Meals on Wheels	14,402	13,486	13,227	12,434	12,175	11,692	11,976	13,444	**102,836**
Mayerson JCC (Jewish Community Center)	27,446	21,421	25,395	24,081	23,909	23,386	25,102	23,410	**194,150**
Meals on Wheels of SW Ohio and Northern Kentucky	146,118	123,519	127,485	123,096	128,229	117,855	118,373	117,822	**1,002,497**
Total Billable Units	**187,966**	**158,426**	**166,107**	**159,611**	**164,313**	**152,933**	**155,451**	**154,676**	**1,299,483**

Market Share

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Deupree Meals on Wheels	7.66%	8.51%	7.96%	7.79%	7.41%	7.65%	7.70%	8.69%
Mayerson JCC (Jewish Community Center)	14.60%	13.52%	15.29%	15.09%	14.55%	15.29%	16.15%	15.13%
Meals on Wheels of SW Ohio and Northern Kentucky	77.74%	77.97%	76.75%	77.12%	78.04%	77.06%	76.15%	76.17%
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
Deupree Meals on Wheels	200	199	189	181	171	175	179	203	**187**
Mayerson JCC (Jewish Community Center)	370	347	339	342	343	350	369	351	**351**
Meals on Wheels of SW Ohio and Northern Kentucky	1,986	1,885	1,830	1,818	1,799	1,752	1,736	1,754	**1,820**
Total Distinct Clients Served	**2,556**	**2,431**	**2,358**	**2,341**	**2,313**	**2,277**	**2,284**	**2,308**	**786**

Provider Quality Report: Service Metrics

Hamilton 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	0	0	0	2	3	8	6	**19**
American Ramp Systems	24	17	14	14	6	4	1	0	**80**
Bernens Medical	86	111	104	112	83	52	43	53	**644**
Home First	5	3	3	15	21	30	14	12	**103**
Janz Medical Supply	8	5	6	0	6	40	41	33	**139**
Stateline Medical Equipment	0	1	10	2	4	6	4	9	**36**
Total Billable Units	**123**	**137**	**137**	**143**	**122**	**135**	**111**	**113**	**1,021**

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	0	0	1.64%	2.22%	7.21%	5.31%
American Ramp Systems	19.51%	12.41%	10.22%	9.79%	4.92%	2.96%	0.90%	0
Bernens Medical	69.92%	81.02%	75.91%	78.32%	68.03%	38.52%	38.74%	46.90%
Home First	4.07%	2.19%	2.19%	10.49%	17.21%	22.22%	12.61%	10.62%
Janz Medical Supply	6.50%	3.65%	4.38%	0	4.92%	29.63%	36.94%	29.20%
Stateline Medical Equipment	0	0.73%	7.30%	1.40%	3.28%	4.44%	3.60%	7.96%
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	0	0	1	1	4	3	**2**
American Ramp Systems	10	6	5	5	2	2	1	0	**4**
Bernens Medical	65	84	77	91	63	40	36	47	**63**
Home First	5	3	3	15	19	29	14	12	**13**
Janz Medical Supply	7	3	6	0	6	26	24	23	**14**
Stateline Medical Equipment	0	1	10	2	4	6	3	8	**5**
Total Distinct Clients Served	**87**	**97**	**101**	**113**	**95**	**104**	**82**	**93**	**19**

Provider Quality Report: Service Metrics

Hamilton 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	5	9	4	5	6	**32**
American Ramp Systems	1	2	4	5	7	4	2	0	**25**
Arrow Heating Cooling and Home Maintenance, LLC	2	0	0	0	2	1	0	0	**5**
Custom Home Elevator & Lift Co. Inc.	1	5	1	3	3	0	0	1	**14**
Home First	5	9	8	7	3	3	9	9	**53**
HomeCare Mattress Inc.	0	0	1	0	1	0	0	0	**2**
MedAdapt Ltd.	9	5	3	9	8	4	7	13	**58**
Stateline Medical Equipment	6	10	5	10	8	14	6	14	**73**
Tri-State Maintenance	8	6	5	6	2	2	4	10	**43**
Total Billable Units	**32**	**37**	**30**	**45**	**43**	**32**	**33**	**53**	**305**

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	10.00%	11.11%	20.93%	12.50%	15.15%	11.32%
American Ramp Systems	3.13%	5.41%	13.33%	11.11%	16.28%	12.50%	6.06%	0
Arrow Heating Cooling and Home Maintenance, LLC	6.25%	0	0	0	4.65%	3.13%	0	0
Custom Home Elevator & Lift Co. Inc.	3.13%	13.51%	3.33%	6.67%	6.98%	0	0	1.89%
Home First	15.63%	24.32%	26.67%	15.56%	6.98%	9.38%	27.27%	16.98%
HomeCare Mattress Inc.	0	0	3.33%	0	2.33%	0	0	0
MedAdapt Ltd.	28.13%	13.51%	10.00%	20.00%	18.60%	12.50%	21.21%	24.53%
Stateline Medical Equipment	18.75%	27.03%	16.67%	22.22%	18.60%	43.75%	18.18%	26.42%
Tri-State Maintenance	25.00%	16.22%	16.67%	13.33%	4.65%	6.25%	12.12%	18.87%
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	4	9	4	4	6	**5**
American Ramp Systems	1	1	2	2	3	2	1	0	**2**
Arrow Heating Cooling and Home Maintenance, LLC	1	0	0	0	2	1	0	0	**1**
Custom Home Elevator & Lift Co. Inc.	1	5	1	3	3	0	0	1	**2**
Home First	5	8	7	6	3	3	8	8	**6**
HomeCare Mattress Inc.	0	0	1	0	1	0	0	0	**1**
MedAdapt Ltd.	9	5	3	9	8	4	6	11	**7**
Stateline Medical Equipment	6	10	5	10	8	13	5	14	**9**
Tri-State Maintenance	8	6	5	6	2	2	4	9	**5**
Total Distinct Clients Served	**31**	**35**	**25**	**40**	**39**	**29**	**28**	**49**	**5**

Provider Quality Report: Service Metrics

Hamilton 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
Jewish Family Service	106	76	31	108	45	76	56	62	**559**
Meals on Wheels of SW Ohio and Northern Kentucky	497	449	386	338	359	386	373	338	**3,124**
Total Billable Units	**602**	**525**	**417**	**446**	**404**	**461**	**429**	**401**	**3,683**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Jewish Family Service	17.52%	14.52%	7.44%	24.24%	11.08%	16.38%	13.01%	15.54%
Meals on Wheels of SW Ohio and Northern Kentucky	82.48%	85.48%	92.56%	75.76%	88.92%	83.62%	86.99%	84.46%
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
Jewish Family Service	13	12	9	12	10	10	9	9	**11**
Meals on Wheels of SW Ohio and Northern Kentucky	76	60	58	59	56	70	63	71	**64**
Total Distinct Clients Served	**89**	**72**	**67**	**71**	**66**	**80**	**72**	**80**	**37**

Provider Quality Report: Service Metrics

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

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

Provider Quality Report: Service Metrics

Hamilton 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	18	10	6	16	9	18	22	26	**125**
Total Billable Units	**18**	**10**	**6**	**16**	**9**	**18**	**22**	**26**	**125**

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

Provider Quality Report: Service Metrics

Hamilton 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
home52 Transportation	9,564	7,721	7,858	7,558	7,036	6,450	6,599	6,360	**59,146**
Total Billable Units	**9,564**	**7,721**	**7,858**	**7,558**	**7,036**	**6,450**	**6,599**	**6,360**	**59,146**

Market Share

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

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
home52 Transportation	689	613	625	612	588	578	585	588	**610**
Total Distinct Clients Served	**689**	**613**	**625**	**612**	**588**	**578**	**585**	**588**	**610**

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton 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.	7	11	10	6	6	6	8	5
A Miracle Home Care	319	327	282	247	237	295	218	235
Always There Healthcare LLC	27	16	18	23	11	20	16	14
Amaramedical Health Care Services, Inc.	34	26	32	32	25	32	18	29
Assisted Care by Black Stone of CIN	43	35	34	38	26	25	22	25
Comfort and Care Home Health Agency, Inc.	0	1	0	0	1	0	0	0
Day Share Senior Services	1	0	2	1	1	3	3	5
Eastern Personnel Services, Inc.	18	13	6	11	11	11	4	2
Hillebrand Home Health	18	15	13	15	8	14	10	8
Interim Healthcare of Cincinnati Homestyles	27	35	28	26	18	19	12	12
LCD Home Health Agency	13	4	7	7	11	8	3	5
Nova Home Care	31	28	37	25	28	22	34	20
Prime Home Care, LLC	4	5	4	7	6	4	1	3
Quality Care	68	59	45	40	34	26	29	1
Right at Home	24	25	22	18	20	18	14	16
SH of Southern Ohio LLC	37	34	33	30	30	39	34	30
Superior Home Care, Inc.	51	51	32	38	32	32	19	27
Western Hills Home Care	12	3	7	9	6	8	6	2

Home Delivered Meals

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Deupree Meals on Wheels	68	59	54	42	31	47	35	31
Mayerson JCC (Jewish Community Center)	117	129	132	102	86	97	83	67
Meals on Wheels of SW Ohio and Northern Kentucky	674	612	562	516	474	472	369	389

Medical Transportation

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
360 Total Care LLC	6	7	12	0	3	0	0	0
Aleph Transit	0	0	0	0	0	0	15	29
A-List Cleaning & Transportation	0	3	5	4	11	5	4	5
Bethesda Medical Transportation	10	25	27	9	6	27	0	0
Elite Xpress Transportation LLC	3	0	5	1	2	7	9	21
I Care Transportation LLC	2	8	18	6	3	7	6	4
LCD Agency Services	7	4	9	3	0	6	5	4
Meals on Wheels of SW Ohio and N. KY (CASS)	9	31	17	1	29	8	8	6
Meda-Care Transportation, Inc.	1	6	5	0	9	3	7	10
Ny's Transportation	0	0	0	0	1	0	0	0
Premier Transportation Solutions	2	3	2	0	0	0	0	0
Queen City Medical Transport	1	2	5	0	1	2	0	0
R Chappell Transportation	2	4	5	2	4	4	3	10
Shaddai Transportation LLC	2	9	17	8	4	21	21	22
T & R Transportation	2	2	10	0	0	7	1	0
Timmons Tender Care	4	6	13	4	1	0	0	0
Traveling Seniors Transportation	1	3	7	3	1	0	0	0
Up and Walk Transportation	4	4	3	0	0	5	6	10

Provider Quality Report: Satisfaction Metrics[1]

Hamilton 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.	95.7%	100.0%	89.4%	83.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.8%	95.7%	96.6%	96.9%	97.9%	96.5%	96.3%	97.8%
Always There Healthcare LLC	93.9%	98.8%	91.2%	95.1%	100.0%	99.0%	93.7%	100.0%
Amaramedical Health Care Services, Inc.	97.0%	90.2%	94.3%	94.9%	99.2%	97.4%	100.0%	99.0%
Assisted Care by Black Stone of CIN	98.5%	96.7%	97.4%	96.2%	98.8%	99.0%	95.7%	99.5%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	50.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	60.0%	100.0%	90.0%	100.0%	80.0%	100.0%
Eastern Personnel Services, Inc.	81.5%	78.0%	83.3%	87.5%	87.3%	66.2%	100.0%	100.0%
Hillebrand Home Health	99.2%	97.3%	96.8%	93.2%	100.0%	100.0%	95.7%	91.1%
Interim Healthcare of Cincinnati Homestyles	98.5%	96.0%	98.1%	94.4%	100.0%	100.0%	99.1%	99.2%
LCD Home Health Agency	98.5%	100.0%	96.9%	98.3%	100.0%	100.0%	95.0%	100.0%
Nova Home Care	97.7%	93.0%	95.7%	98.8%	94.9%	93.0%	98.2%	93.1%
Prime Home Care, LLC	100.0%	98.0%	90.0%	82.9%	70.0%	100.0%	60.0%	96.7%
Quality Care	94.3%	91.2%	97.7%	96.7%	96.1%	97.7%	97.9%	100.0%
Right at Home	93.1%	92.8%	86.9%	98.3%	95.4%	94.8%	93.4%	98.1%
SH of Southern Ohio LLC	91.0%	93.6%	96.7%	79.6%	94.4%	97.8%	90.1%	91.5%
Superior Home Care, Inc.	98.3%	96.6%	99.0%	97.8%	97.5%	97.7%	98.8%	96.9%
Western Hills Home Care	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	72.3%	100.0%

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%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	96.9%	95.9%	95.2%	96.9%	96.7%	96.0%	97.2%
Always There Healthcare LLC	92.0%	100.0%	88.9%	100.0%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	94.1%	88.9%	93.5%	96.8%	100.0%	96.7%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	92.9%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	77.8%	75.0%	83.3%	80.0%	81.8%	62.5%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	88.9%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	95.7%	96.9%	100.0%	95.2%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%	100.0%
Quality Care	95.2%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Right at Home	100.0%	96.0%	90.0%	100.0%	100.0%	100.0%	92.3%	100.0%
SH of Southern Ohio LLC	93.8%	92.6%	100.0%	79.2%	92.9%	100.0%	83.9%	93.1%
Superior Home Care, Inc.	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	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]

Hamilton County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4% ½ Historical Standard Deviation: 6.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.3%	96.5%	97.7%	97.3%	96.5%	97.0%	96.6%	98.1%
Always There Healthcare LLC	96.2%	100.0%	88.9%	100.0%	100.0%	100.0%	93.3%	100.0%
Amaramedical Health Care Services, Inc.	93.5%	90.5%	93.8%	93.3%	100.0%	96.6%	100.0%	96.4%
Assisted Care by Black Stone of CIN	97.0%	92.3%	100.0%	93.8%	100.0%	100.0%	100.0%	95.2%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	77.8%	66.7%	83.3%	80.0%	81.8%	66.7%	100.0%	100.0%
Hillebrand Home Health	92.3%	81.8%	100.0%	92.3%	100.0%	100.0%	88.9%	85.7%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	91.3%	100.0%	100.0%	90.9%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	50.0%	100.0%
Nova Home Care	100.0%	87.0%	90.3%	100.0%	85.7%	100.0%	100.0%	94.1%
Prime Home Care, LLC	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%	66.7%
Quality Care	98.4%	96.0%	97.6%	100.0%	96.9%	100.0%	96.3%	100.0%
Right at Home	100.0%	96.0%	89.5%	100.0%	100.0%	100.0%	92.3%	100.0%
SH of Southern Ohio LLC	91.4%	96.2%	96.7%	76.9%	89.7%	94.3%	87.1%	92.9%
Superior Home Care, Inc.	100.0%	97.8%	96.3%	97.0%	100.0%	96.7%	93.8%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%

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.	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.9%	90.7%	92.9%	92.6%	96.2%	92.8%	91.7%	93.9%
Always There Healthcare LLC	88.9%	93.8%	94.4%	91.3%	100.0%	94.7%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	97.1%	96.2%	90.6%	93.8%	100.0%	96.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	91.4%	94.1%	94.6%	100.0%	100.0%	90.9%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	0.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	76.5%	69.2%	66.7%	81.8%	81.8%	40.0%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	96.2%	88.2%	100.0%	88.5%	100.0%	100.0%	100.0%	91.7%
LCD Home Health Agency	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	90.0%	85.7%	91.9%	91.7%	96.4%	90.9%	94.1%	84.2%
Prime Home Care, LLC	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%	100.0%
Quality Care	89.4%	83.1%	95.6%	95.0%	90.9%	96.2%	93.1%	100.0%
Right at Home	73.9%	80.0%	77.3%	83.3%	85.0%	88.2%	92.9%	93.8%
SH of Southern Ohio LLC	91.9%	94.1%	90.6%	55.2%	85.7%	94.9%	88.2%	83.3%
Superior Home Care, Inc.	98.0%	94.1%	96.9%	97.4%	96.9%	93.8%	100.0%	92.6%
Western Hills Home Care	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%	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]

Hamilton County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0% ½ Historical Standard Deviation: 2.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.0%	98.5%	99.3%	100.0%	99.6%	98.3%	98.6%	99.1%
Always There Healthcare LLC	100.0%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	97.1%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	94.4%	92.3%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	87.5%
Interim Healthcare of Cincinnati Homestyles	100.0%	94.1%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	96.8%	96.4%	97.3%	100.0%	100.0%	95.5%	100.0%	95.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%	100.0%
Quality Care	100.0%	96.6%	97.8%	97.5%	100.0%	100.0%	100.0%	100.0%
Right at Home	95.8%	96.0%	90.9%	100.0%	100.0%	94.4%	100.0%	93.8%
SH of Southern Ohio LLC	91.9%	97.1%	100.0%	93.1%	100.0%	100.0%	93.9%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	96.3%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%

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%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.5%	96.6%	98.2%	95.5%	98.3%	96.6%	97.2%	99.1%
Always There Healthcare LLC	96.3%	100.0%	94.4%	91.3%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	88.5%	96.9%	96.9%	100.0%	96.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	97.1%	97.1%	100.0%	96.2%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	83.3%	76.9%	100.0%	90.0%	100.0%	80.0%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	92.3%	93.3%	100.0%	100.0%	100.0%	87.5%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	96.8%	96.4%	97.3%	100.0%	96.4%	86.4%	100.0%	95.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%	100.0%
Quality Care	91.0%	89.8%	97.8%	95.0%	97.1%	100.0%	100.0%	100.0%
Right at Home	95.7%	92.0%	90.9%	100.0%	90.0%	88.9%	92.9%	100.0%
SH of Southern Ohio LLC	91.9%	94.1%	100.0%	82.8%	96.4%	100.0%	93.9%	96.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	96.3%
Western Hills Home Care	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%	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]

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	90.0%	80.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	95.9%	96.6%	97.2%	98.8%	98.3%	97.6%	96.8%	98.3%
Always There Healthcare LLC	100.0%	100.0%	94.4%	95.5%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	92.3%	93.8%	96.9%	100.0%	100.0%	100.0%	96.6%
Assisted Care by Black Stone of CIN	100.0%	97.1%	97.1%	97.4%	100.0%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	88.9%	92.3%	83.3%	100.0%	90.9%	81.8%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	87.5%
Interim Healthcare of Cincinnati Homestyles	100.0%	97.1%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	97.3%	100.0%	96.4%	95.5%	100.0%	90.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%	100.0%
Quality Care	98.5%	89.8%	100.0%	97.5%	94.1%	96.2%	96.6%	100.0%
Right at Home	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%	92.9%	100.0%
SH of Southern Ohio LLC	94.6%	94.1%	100.0%	96.6%	96.7%	97.4%	97.1%	93.3%
Superior Home Care, Inc.	98.0%	96.1%	100.0%	97.3%	93.8%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%

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%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.5%	96.6%	96.8%	99.2%	98.7%	99.0%	97.2%	98.3%
Always There Healthcare LLC	96.3%	100.0%	94.4%	95.7%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	92.3%	96.9%	96.9%	96.0%	96.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	97.4%	96.2%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	92.3%	83.3%	90.9%	90.9%	90.0%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	87.5%
Interim Healthcare of Cincinnati Homestyles	96.3%	97.1%	96.4%	92.3%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	97.3%	100.0%	100.0%	90.9%	100.0%	95.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	85.7%	83.3%	100.0%	100.0%	100.0%
Quality Care	100.0%	93.2%	100.0%	97.4%	97.1%	100.0%	96.6%	100.0%
Right at Home	95.8%	96.0%	90.9%	100.0%	95.0%	100.0%	92.9%	100.0%
SH of Southern Ohio LLC	94.4%	97.1%	100.0%	96.6%	100.0%	97.4%	97.0%	96.7%
Superior Home Care, Inc.	98.0%	98.0%	100.0%	97.3%	96.9%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	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]

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3% ½ Historical Standard Deviation: 6.0%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	100.0%	75.0%	50.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.3%	97.8%	96.2%	95.0%	98.2%	98.0%	96.5%	99.0%
Always There Healthcare LLC	84.0%	100.0%	78.6%	95.0%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	96.9%	88.9%	93.5%	93.1%	100.0%	96.4%	100.0%	100.0%
Assisted Care by Black Stone of CIN	93.3%	96.2%	100.0%	93.3%	100.0%	90.5%	93.8%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	77.8%	69.2%	83.3%	88.9%	81.8%	55.6%	100.0%	100.0%
Hillebrand Home Health	100.0%	91.7%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	92.6%	92.0%	95.7%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	90.0%	96.6%	100.0%	89.5%	94.1%	96.7%	92.9%
Prime Home Care, LLC	100.0%	80.0%	75.0%	85.7%	66.7%	100.0%	0.0%	100.0%
Quality Care	93.4%	91.8%	95.0%	97.1%	96.9%	100.0%	100.0%	100.0%
Right at Home	95.0%	88.0%	89.5%	100.0%	94.4%	87.5%	92.3%	100.0%
SH of Southern Ohio LLC	84.8%	85.2%	89.3%	72.0%	96.2%	93.9%	87.1%	89.3%
Superior Home Care, Inc.	95.1%	87.8%	100.0%	94.1%	100.0%	96.2%	93.8%	95.2%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%

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.	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	95.6%	93.1%	96.1%	96.7%	98.7%	92.9%	96.3%	97.0%
Always There Healthcare LLC	92.6%	93.8%	94.4%	91.3%	100.0%	95.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	94.1%	88.5%	93.8%	90.6%	100.0%	96.9%	100.0%	96.6%
Assisted Care by Black Stone of CIN	97.6%	100.0%	94.1%	94.7%	96.0%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	0.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	77.8%	61.5%	66.7%	72.7%	81.8%	45.5%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	86.7%	100.0%	100.0%	88.9%	87.5%
Interim Healthcare of Cincinnati Homestyles	96.3%	93.9%	96.4%	92.3%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	93.5%	85.7%	97.3%	100.0%	92.9%	86.4%	94.1%	95.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	71.4%	50.0%	100.0%	100.0%	100.0%
Quality Care	84.8%	88.1%	95.5%	92.5%	94.1%	88.5%	96.6%	100.0%
Right at Home	91.7%	92.0%	81.8%	100.0%	95.0%	94.4%	92.9%	93.3%
SH of Southern Ohio LLC	81.1%	88.2%	93.9%	62.1%	89.7%	100.0%	85.3%	76.7%
Superior Home Care, Inc.	98.0%	94.1%	96.9%	97.4%	96.9%	96.9%	100.0%	92.6%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	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]

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	85.7%	100.0%	90.0%	83.3%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.2%	93.5%	96.1%	98.4%	97.9%	96.2%	95.9%	98.3%
Always There Healthcare LLC	92.6%	100.0%	88.9%	95.7%	100.0%	100.0%	93.8%	100.0%
Amaramedical Health Care Services, Inc.	96.9%	84.0%	93.8%	93.8%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	97.6%	100.0%	97.1%	97.3%	100.0%	100.0%	95.5%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	No Data	No Data	0.0%	No Data	No Data	No Data
Day Share Senior Services	100.0%	No Data	50.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Eastern Personnel Services, Inc.	77.8%	84.6%	83.3%	90.9%	81.8%	50.0%	100.0%	100.0%
Hillebrand Home Health	100.0%	100.0%	92.3%	92.9%	100.0%	100.0%	90.0%	87.5%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	96.4%	96.2%	100.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	92.9%	94.4%	95.8%	96.4%	90.9%	97.1%	90.0%
Prime Home Care, LLC	100.0%	100.0%	75.0%	85.7%	66.7%	100.0%	0.0%	100.0%
Quality Care	92.5%	89.7%	97.8%	95.0%	94.1%	96.2%	100.0%	100.0%
Right at Home	87.0%	96.0%	77.3%	100.0%	100.0%	94.4%	92.9%	100.0%
SH of Southern Ohio LLC	94.6%	97.1%	97.0%	82.1%	96.6%	100.0%	87.9%	93.1%
Superior Home Care, Inc.	98.0%	98.0%	100.0%	97.4%	96.9%	93.8%	100.0%	96.3%
Western Hills Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	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]

Hamilton 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
Deupree Meals on Wheels	98.3%	99.7%	99.1%	99.1%	100.0%	97.9%	98.1%	98.2%
Mayerson JCC (Jewish Community Center)	98.6%	97.9%	97.8%	98.8%	99.7%	99.1%	98.3%	99.1%
Meals on Wheels of SW Ohio and Northern Kentucky	98.5%	98.6%	98.9%	98.8%	99.1%	98.9%	99.2%	98.9%

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
Deupree Meals on Wheels	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	96.0%
Mayerson JCC (Jewish Community Center)	99.1%	100.0%	98.4%	99.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	98.9%	99.2%	98.5%	99.3%	99.3%	100.0%	99.7%

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
Deupree Meals on Wheels	98.5%	100.0%	96.2%	97.6%	100.0%	93.6%	97.0%	100.0%
Mayerson JCC (Jewish Community Center)	96.6%	94.5%	94.7%	98.0%	98.8%	96.9%	96.4%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	97.5%	97.7%	98.4%	96.8%	98.3%	96.7%	97.9%

[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]

Hamilton County ESP

Home Delivered Meals SASI Scores

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

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9% ½ Historical Standard Deviation: 1.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Deupree Meals on Wheels	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%
Mayerson JCC (Jewish Community Center)	99.0%	100.0%	95.3%	99.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	98.4%	99.2%	98.7%	99.5%	98.1%	99.7%	100.0%

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

[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]

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6% ½ Historical Standard Deviation: 2.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Deupree Meals on Wheels	94.1%	100.0%	98.1%	97.6%	100.0%	95.7%	91.2%	93.5%
Mayerson JCC (Jewish Community Center)	95.7%	93.0%	96.2%	97.1%	100.0%	97.9%	96.4%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	96.4%	96.7%	96.4%	97.1%	98.3%	97.0%	98.4%	97.2%

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
Deupree Meals on Wheels	98.5%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	98.4%	99.2%	99.0%	98.8%	99.0%	98.8%	97.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.9%	99.0%	99.6%	99.0%	99.4%	99.8%	99.7%	98.7%

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
Deupree Meals on Wheels	97.1%	100.0%	98.1%	97.6%	100.0%	95.7%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	98.4%	99.2%	99.0%	100.0%	99.0%	97.6%	98.5%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	99.2%	99.8%	99.4%	99.6%	99.6%	99.2%	98.7%

[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]

Hamilton 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
360 Total Care LLC	98.3%	98.6%	97.5%	No Data	96.7%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	99.7%
A-List Cleaning & Transportation	100.0%	100.0%	80.8%	100.0%	97.3%	90.9%	100.0%	90.9%
Bethesda Medical Transportation	100.0%	99.2%	98.1%	100.0%	93.3%	96.9%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	98.7%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	98.9%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	88.9%	99.3%	97.6%	100.0%	98.3%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	80.0%	94.7%	91.9%	No Data	83.5%	73.3%	91.4%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	90.9%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	86.8%	No Data	100.0%	90.9%	No Data	No Data
R Chappell Transportation	60.0%	97.5%	98.0%	90.9%	100.0%	100.0%	96.6%	100.0%
Shaddai Transportation LLC	100.0%	98.9%	98.8%	100.0%	100.0%	94.7%	97.6%	96.8%
T & R Transportation	100.0%	100.0%	87.9%	No Data	No Data	89.3%	90.9%	No Data
Timmons Tender Care	97.5%	95.0%	94.5%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	77.4%	No Data	No Data	100.0%	100.0%	100.0%

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

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	100.0%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	90.5%	90.5%	95.5%
T & R Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	66.7%	No Data	No Data	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	88.9%	96.7%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	57.1%	66.7%	85.7%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	100.0%	95.5%
T & R Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	83.3%	91.7%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	66.7%	No Data	No Data	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]

Hamilton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	80.0%	100.0%	90.9%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	88.5%	100.0%	100.0%	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	88.9%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	77.8%	96.8%	94.1%	100.0%	89.7%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	60.0%	No Data	55.6%	66.7%	100.0%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	60.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	88.9%	100.0%	100.0%	100.0%	95.2%	100.0%	95.5%
T & R Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	83.3%	92.3%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	66.7%	No Data	No Data	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
360 Total Care LLC	100.0%	100.0%	91.7%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	80.0%	No Data	100.0%	66.7%	100.0%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	90.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	100.0%	No Data	No Data	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]

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
360 Total Care LLC	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	96.6%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	95.2%	90.9%
T & R Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	100.0%	No Data	No Data	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
360 Total Care LLC	83.3%	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	96.0%	96.2%	100.0%	100.0%	96.3%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	66.7%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	0.0%	66.7%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	100.0%	100.0%	90.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	100.0%	100.0%	84.6%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	100.0%	No Data	No Data	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]

Hamilton County ESP

Medical Transportation SASI Scores

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

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
360 Total Care LLC	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Aleph Transit	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	83.3%	96.3%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	88.9%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	No Data	88.9%	66.7%	71.4%	100.0%
Ny's Transportation	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Premier Transportation Solutions	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Queen City Medical Transport	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
R Chappell Transportation	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Shaddai Transportation LLC	100.0%	100.0%	94.1%	100.0%	100.0%	90.5%	90.5%	90.9%
T & R Transportation	100.0%	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
Timmons Tender Care	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Up and Walk Transportation	100.0%	100.0%	66.7%	No Data	No Data	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]

Hamilton County ESP

Medical Transportation SASI Scores

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

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	100.0%	98.9%	95.6%	97.1%	100.0%	97.9%	100.0%	98.0%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home 52 Coordination	30.1%	30.1%	10.9%	12.1%	0.0%	14.9%	13.1%	8.5%

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

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

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

Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 1,275 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