COA
Council on Aging



Warren County

PQR

Provider Quality Report

Quarter 3, 2026

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Provider Quality Report: Introduction

Warren County ESP

General Information:

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

Billable Unit Conversions:

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

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

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

Provider Quality Report: Provider Activity

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
360 Total Care	Adult Day Service	6/15/2026
A Best Home Care, Inc.	Home Care Assistance	9/30/2026
Assisted Care by Black Stone of CIN	Home Care Assistance	9/30/2026
Gabriels Angels	Home Care Assistance	9/30/2026
HomeCare Mattress Inc.	Home Medical Equipment	12/15/2025
Janz Medical Supply	Home Medical Equipment	9/1/2026
Mayerson JCC (North Zone Only)	Home Delivered Meals	3/7/2025
Quality Care	Home Care Assistance	7/7/2026

Provider	Service Delivered - New	Effective
Restoration Adult Day Services, LLC	Adult Day Service	4/1/2025
Meals on Wheels of SW Ohio, Kosher Meals	Home Delivered Meals	6/2/2025
AnswerCare LLC	Home Care Assistance	6/9/2025
Next Day Access (formerly HomeCare Mattress Inc.)	Home Medical Equipment	12/15/2025
Vebcom LLC	Adult Day Service	8/7/2025
Go2-Pros	Major Housecleaning Service	3/9/2026
Go2-Pros	Pest Control	3/9/2026
Always There Homecare	Home Care Assistance	46296
AnswerCare LLC	Home Care Assistance	10/1/2026
Extended Family	Home Care Assistance	10/1/2026
First Community	Home Care Assistance	10/1/2026
LCD Agency Services	Home Care Assistance	10/1/2026
Morris Helping Hands LLC	Home Care Assistance	10/1/2026
Right at Home	Home Care Assistance	10/1/2026
Liberty Home Care LLC	Home Care Assistance	10/9/2026
Addus HealthCare (South Carolina), Inc. dba Arcadia	Home Care Assistance	10/19/2026

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

Provider Quality Report: Service Metrics

Warren 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
Otterbein Lebanon Adult Day Service	439	352	479	397	287	302	277	279	**2,810**
Restoration Adult Day Services, LLC	0	0	11	1	0	0	0	12	**24**
Total Billable Units	**439**	**352**	**490**	**398**	**287**	**302**	**277**	**291**	**2,834**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Otterbein Lebanon Adult Day Service	100.00%	100.00%	97.76%	99.75%	100.00%	100.00%	100.00%	95.87%
Restoration Adult Day Services, LLC	0	0	2.24%	0.25%	0	0	0	4.13%
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
Otterbein Lebanon Adult Day Service	21	19	24	18	17	17	21	20	**20**
Restoration Adult Day Services, LLC	0	0	1	1	0	0	0	1	**1**
Total Distinct Clients Served	**21**	**19**	**25**	**19**	**17**	**17**	**21**	**21**	**15**

Provider Quality Report: Service Metrics

Warren 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.	8,240	7,220	7,626	7,662	6,537	4,160	7,334	4,935	**53,713**
Total Billable Units	**8,240**	**7,220**	**7,626**	**7,662**	**6,537**	**4,160**	**7,334**	**4,935**	**53,713**

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.	106	98	91	85	79	71	69	64	**83**
Total Distinct Clients Served	**106**	**98**	**91**	**85**	**79**	**71**	**69**	**64**	**83**

Provider Quality Report: Service Metrics

Warren 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 Best Home Care, Inc.	539	587	744	724	603	546	488	442	**4,672**
A Miracle Home Care	12,974	13,087	14,164	15,413	15,629	15,172	15,272	15,058	**116,769**
AnswerCare LLC	0	0	0	192	368	402	286	182	**1,429**
Assisted Care by Black Stone of CIN	1,331	1,389	1,372	1,280	1,350	1,360	1,360	1,178	**10,618**
Gabriels Angels Homecare, LLC	2	0	0	0	0	72	103	59	**235**
Interim Healthcare of Cincinnati Homestyles	338	378	433	444	370	334	323	318	**2,937**
Nova Home Care	113	175	279	420	360	388	503	512	**2,748**
Prime Home Care, LLC	102	114	131	145	122	79	62	37	**791**
Quality Care	102	178	220	218	221	122	68	12	**1,140**
Senior Helpers of Dayton	6	0	0	0	3	14	14	8	**45**
SH of Southern Ohio LLC	1,399	1,319	1,314	1,209	1,353	1,365	1,211	1,094	**10,264**
Superior Home Care, Inc.	136	132	176	197	160	124	127	105	**1,156**
Total Billable Units	**17,040**	**17,358**	**18,831**	**20,239**	**20,538**	**19,978**	**19,815**	**19,004**	**152,803**

Market Share

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
A Best Home Care, Inc.	3.16%	3.38%	3.95%	3.57%	2.94%	2.73%	2.46%	2.33%
A Miracle Home Care	76.14%	75.39%	75.21%	76.15%	76.10%	75.94%	77.07%	79.24%
AnswerCare LLC	0	0	0	0.95%	1.79%	2.01%	1.44%	0.96%
Assisted Care by Black Stone of CIN	7.81%	8.00%	7.28%	6.32%	6.57%	6.81%	6.86%	6.20%
Gabriels Angels Homecare, LLC	0.01%	0	0	0	0	0.36%	0.52%	0.31%
Interim Healthcare of Cincinnati Homestyles	1.98%	2.18%	2.30%	2.19%	1.80%	1.67%	1.63%	1.67%
Nova Home Care	0.66%	1.01%	1.48%	2.07%	1.75%	1.94%	2.54%	2.69%
Prime Home Care, LLC	0.60%	0.66%	0.69%	0.71%	0.59%	0.40%	0.31%	0.19%
Quality Care	0.60%	1.03%	1.17%	1.08%	1.08%	0.61%	0.34%	0.06%
Senior Helpers of Dayton	0.04%	0	0	0	0.01%	0.07%	0.07%	0.04%
SH of Southern Ohio LLC	8.21%	7.60%	6.98%	5.97%	6.59%	6.83%	6.11%	5.76%
Superior Home Care, Inc.	0.80%	0.76%	0.93%	0.97%	0.78%	0.62%	0.64%	0.55%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Provider Quality Report: Service Metrics

Warren 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.	17	18	30	23	16	19	16	14	**19**
A Miracle Home Care	435	446	478	554	584	594	622	634	**543**
AnswerCare LLC	0	0	0	17	16	14	12	7	**13**
Assisted Care by Black Stone of CIN	40	40	36	37	35	39	40	40	**38**
Gabriels Angels Homecare, LLC	1	0	0	0	0	11	14	7	**8**
Interim Healthcare of Cincinnati Homestyles	17	20	18	18	16	14	13	12	**16**
Nova Home Care	10	12	14	21	15	23	25	29	**19**
Prime Home Care, LLC	3	3	3	4	3	4	4	3	**3**
Quality Care	12	10	9	12	14	10	10	5	**10**
Senior Helpers of Dayton	1	0	0	0	1	2	1	1	**1**
SH of Southern Ohio LLC	56	67	65	69	80	71	63	49	**65**
Superior Home Care, Inc.	13	11	17	16	15	9	8	8	**12**
Total Distinct Clients Served	**605**	**627**	**670**	**771**	**795**	**810**	**828**	**809**	**69**

Provider Quality Report: Service Metrics

Warren 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.	2,840	2,706	2,906	2,936	2,926	2,994	3,035	3,081	**23,423**
Total Billable Units	**2,840**	**2,706**	**2,906**	**2,936**	**2,926**	**2,994**	**3,035**	**3,081**	**23,423**

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

Distinct Clients Served									
	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,003	990	998	1,017	1,020	1,057	1,064	1,103	**1,032**
Total Distinct Clients Served	**1,003**	**990**	**998**	**1,017**	**1,020**	**1,057**	**1,064**	**1,103**	**1,032**

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Mayerson JCC (Jewish Community Center)	1,419	1,026	866	599	672	1,041	1,226	965	**7,814**
Meals on Wheels of SW Ohio and Northern Kentucky	3,885	3,648	3,894	4,399	4,220	3,972	4,119	4,300	**32,437**
Warren County Community Service	69,514	63,055	64,296	62,980	65,698	60,815	62,395	62,382	**511,135**
Total Billable Units	**74,818**	**67,729**	**69,056**	**67,978**	**70,590**	**65,828**	**67,740**	**67,647**	**551,386**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	1.90%	1.51%	1.25%	0.88%	0.95%	1.58%	1.81%	1.43%
Meals on Wheels of SW Ohio and Northern Kentucky	5.19%	5.39%	5.64%	6.47%	5.98%	6.03%	6.08%	6.36%
Warren County Community Service	92.91%	93.10%	93.11%	92.65%	93.07%	92.38%	92.11%	92.22%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Distinct Clients Served

	2024	2025	2025	2025	2025	2026	2026	2026	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Mayerson JCC (Jewish Community Center)	26	20	18	11	12	17	18	17	**17**
Meals on Wheels of SW Ohio and Northern Kentucky	60	66	69	81	77	71	77	82	**73**
Warren County Community Service	1,021	995	1,000	972	968	984	984	972	**987**
Total Distinct Clients Served	**1,107**	**1,081**	**1,087**	**1,064**	**1,057**	**1,072**	**1,079**	**1,071**	**359**

Provider Quality Report: Service Metrics

Warren 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	2	3	4	3	3	3	2	**20**
American Ramp Systems	11	9	4	5	2	0	0	0	**31**
Bernens Medical	5	1	0	5	0	0	0	1	**12**
Home First	5	3	17	25	18	8	16	24	**116**
HomeCare Mattress Inc.	0	0	0	2	0	0	0	0	**2**
Janz Medical Supply	5	5	14	0	1	4	6	7	**42**
Stateline Medical Equipment	6	6	10	7	14	7	10	12	**72**
Total Billable Units	**32**	**26**	**48**	**48**	**38**	**22**	**35**	**46**	**295**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
101 Mobility Cincinnati	0	7.69%	6.25%	8.33%	7.89%	13.64%	8.57%	4.35%
American Ramp Systems	34.38%	34.62%	8.33%	10.42%	5.26%	0	0	0
Bernens Medical	15.63%	3.85%	0	10.42%	0	0	0	2.17%
Home First	15.63%	11.54%	35.42%	52.08%	47.37%	36.36%	45.71%	52.17%
HomeCare Mattress Inc.	0	0	0	4.17%	0	0	0	0
Janz Medical Supply	15.63%	19.23%	29.17%	0	2.63%	18.18%	17.14%	15.22%
Stateline Medical Equipment	18.75%	23.08%	20.83%	14.58%	36.84%	31.82%	28.57%	26.09%
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	1	1	2	1	2	2	1	**1**
American Ramp Systems	4	3	2	2	1	0	0	0	**2**
Bernens Medical	3	1	0	4	0	0	0	1	**2**
Home First	4	3	13	21	14	7	14	20	**12**
HomeCare Mattress Inc.	0	0	0	2	0	0	0	0	**2**
Janz Medical Supply	3	2	10	0	1	4	5	6	**4**
Stateline Medical Equipment	4	5	2	7	10	6	5	9	**6**
Total Distinct Clients Served	**18**	**15**	**28**	**38**	**27**	**19**	**26**	**37**	**5**

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3	Total Billable Units
101 Mobility Cincinnati	0	0	0	6	2	4	0	2	**14**
American Ramp Systems	0	0	1	0	0	0	0	0	**1**
Arrow Heating Cooling and Home Maintenance, LLC	3	2	0	1	2	1	0	0	**9**
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	1	1	0	2	**8**
Home First	14	17	16	15	16	24	9	18	**129**
HomeCare Mattress Inc.	0	1	1	1	0	0	0	0	**3**
MedAdapt Ltd.	7	6	11	13	7	14	4	8	**70**
Momentum Mobility Solutions	0	0	0	0	0	0	0	1	**1**
Stateline Medical Equipment	4	1	1	5	3	5	3	2	**24**
Tri-State Maintenance	5	4	9	2	6	1	3	2	**32**
Total Billable Units	**34**	**32**	**40**	**44**	**37**	**50**	**19**	**35**	**291**

Market Share

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
101 Mobility Cincinnati	0	0	0	13.64%	5.41%	8.00%	0	5.71%
American Ramp Systems	0	0	2.50%	0	0	0	0	0
Arrow Heating Cooling and Home Maintenance, LLC	8.82%	6.25%	0	2.27%	5.41%	2.00%	0	0
Custom Home Elevator & Lift Co. Inc.	2.94%	3.13%	2.50%	2.27%	2.70%	2.00%	0	5.71%
Home First	41.18%	53.13%	40.00%	34.09%	43.24%	48.00%	47.37%	51.43%
HomeCare Mattress Inc.	0	3.13%	2.50%	2.27%	0	0	0	0
MedAdapt Ltd.	20.59%	18.75%	27.50%	29.55%	18.92%	28.00%	21.05%	22.86%
Momentum Mobility Solutions	0	0	0	0	0	0	0	2.86%
Stateline Medical Equipment	11.76%	3.13%	2.50%	11.36%	8.11%	10.00%	15.79%	5.71%
Tri-State Maintenance	14.71%	12.50%	22.50%	4.55%	16.22%	2.00%	15.79%	5.71%
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
101 Mobility Cincinnati	0	0	0	5	2	4	0	2	**3**
American Ramp Systems	0	0	1	0	0	0	0	0	**1**
Arrow Heating Cooling and Home Maintenance, LLC	3	2	0	1	2	1	0	0	**2**
Custom Home Elevator & Lift Co. Inc.	1	1	1	1	1	1	0	2	**1**
Home First	14	17	16	14	15	22	9	18	**16**
HomeCare Mattress Inc.	0	1	1	1	0	0	0	0	**1**
MedAdapt Ltd.	7	6	11	13	7	13	4	8	**9**
Momentum Mobility Solutions	0	0	0	0	0	0	0	1	**1**
Stateline Medical Equipment	4	1	1	5	3	5	3	2	**3**
Tri-State Maintenance	5	3	8	2	6	1	3	2	**4**
Total Distinct Clients Served	**34**	**31**	**39**	**42**	**36**	**47**	**19**	**35**	**5**

Provider Quality Report: Service Metrics

Warren 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
Meals on Wheels of SW Ohio and Northern Kentucky	43	53	40	19	73	88	131	99	**546**
Partners in Prime	57	58	60	45	47	59	55	61	**441**
Total Billable Units	**100**	**112**	**100**	**64**	**120**	**147**	**186**	**160**	**988**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meals on Wheels of SW Ohio and Northern Kentucky	42.75%	47.76%	40.35%	29.92%	61.04%	60.07%	70.34%	61.72%
Partners in Prime	57.25%	52.24%	59.65%	70.08%	38.96%	39.93%	29.66%	38.28%
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
Meals on Wheels of SW Ohio and Northern Kentucky	18	19	11	15	19	23	30	31	**21**
Partners in Prime	13	14	15	14	12	13	12	12	**13**
Total Distinct Clients Served	**31**	**33**	**26**	**29**	**31**	**36**	**42**	**43**	**17**

Provider Quality Report: Service Metrics

Warren 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	1	2	0	1	0	0	2	**9**
Total Billable Units	**3**	**1**	**2**	**0**	**1**	**0**	**0**	**2**	**9**

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%	0	100.00%	0	0	100.00%
Total Market Share	**100.00%**	**100.00%**	**100.00%**	**0**	**100.00%**	**0**	**0**	**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	1	2	0	1	0	0	2	**2**
Total Distinct Clients Served	**3**	**1**	**2**	**0**	**1**	**0**	**0**	**2**	**2**

Provider Quality Report: Service Metrics

Warren 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	13	8	14	6	7	4	2	2	**56**
Total Billable Units	**13**	**8**	**14**	**6**	**7**	**4**	**2**	**2**	**56**

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	4	5	6	3	4	4	1	1	**4**
Total Distinct Clients Served	**4**	**5**	**6**	**3**	**4**	**4**	**1**	**1**	**4**

Provider Quality Report: Service Metrics

Warren 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
Meda-Care Transportation, Inc.	254	346	228	247	382	324	360	343	**2,484**
Valley Transport LLC	326	290	240	235	174	152	182	153	**1,752**
Warren County Community Service	1,073	1,057	1,234	1,326	1,027	1,128	1,236	1,261	**9,342**
Total Billable Units	**1,653**	**1,693**	**1,702**	**1,808**	**1,583**	**1,604**	**1,778**	**1,757**	**13,578**

Market Share

	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	15.37%	20.44%	13.40%	13.66%	24.13%	20.20%	20.25%	19.52%
Valley Transport LLC	19.72%	17.13%	14.10%	13.00%	10.99%	9.48%	10.24%	8.71%
Warren County Community Service	64.91%	62.43%	72.50%	73.34%	64.88%	70.32%	69.52%	71.77%
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
Meda-Care Transportation, Inc.	36	39	35	35	36	39	41	44	**38**
Valley Transport LLC	33	33	30	35	31	31	19	18	**29**
Warren County Community Service	109	113	120	120	111	120	127	126	**118**
Total Distinct Clients Served	**178**	**185**	**185**	**190**	**178**	**190**	**187**	**188**	**62**

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren 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 Best Home Care, Inc.	1	8	2	15	2	10	4	6
A Miracle Home Care	180	183	192	194	158	153	185	164
AnswerCare LLC	0	0	0	3	4	5	3	2
Assisted Care by Black Stone of CIN	21	22	11	14	13	12	14	12
Gabriels Angels Homecare, LLC	0	0	0	0	0	2	3	2
Interim Healthcare of Cincinnati Homestyles	7	13	10	3	8	5	5	5
Nova Home Care	4	3	4	5	4	6	5	5
Prime Home Care, LLC	2	0	2	1	0	0	0	0
Quality Care	3	5	4	4	2	3	1	0
Senior Helpers of Dayton	1	0	0	0	0	0	0	0
SH of Southern Ohio LLC	24	23	20	23	17	31	19	18
Superior Home Care, Inc.	7	3	3	3	5	1	0	1

Home Delivered Meals								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	13	8	4	8	2	1	8	4
Meals on Wheels of SW Ohio and Northern Kentucky	26	15	30	24	28	16	33	24
Warren County Community Service	428	437	327	319	258	262	259	248

Medical Transportation								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	29	29	18	23	18	22	16	14
Valley Transport LLC	19	24	17	16	17	10	11	5
Warren County Community Service	80	92	70	47	54	61	50	43

Provider Quality Report: Satisfaction Metrics[1]

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	89.0%	100.0%	99.2%	80.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.9%	98.8%	97.8%	98.3%	95.9%	99.1%	97.5%	96.8%
AnswerCare LLC	No Data	No Data	No Data	65.0%	87.5%	100.0%	100.0%	80.0%
Assisted Care by Black Stone of CIN	99.5%	99.0%	100.0%	97.8%	100.0%	100.0%	98.8%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	90.0%	73.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.5%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	96.0%
Prime Home Care, LLC	90.0%	No Data	80.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	85.0%	85.5%	91.7%	97.5%	100.0%	100.0%	60.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	93.0%	93.6%	91.7%	93.0%	97.6%	95.2%	94.1%	94.8%
Superior Home Care, Inc.	97.1%	100.0%	100.0%	100.0%	96.0%	80.0%	No Data	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%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.8%	100.0%	98.2%	97.5%	95.4%	99.3%	97.5%	96.5%
AnswerCare LLC	No Data	No Data	No Data	50.0%	50.0%	100.0%	100.0%	50.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	85.7%	100.0%	88.2%	84.2%	100.0%	96.0%	100.0%	93.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	100.0%

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%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.2%	99.4%	98.2%	97.4%	96.5%	99.3%	96.4%	97.3%
AnswerCare LLC	No Data	No Data	No Data	0.0%	50.0%	100.0%	100.0%	50.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Prime Home Care, LLC	100.0%	No Data	0.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	90.5%	95.5%	82.4%	85.0%	100.0%	84.6%	86.7%	81.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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]

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?								
Historical Average: 84.2% ½ Historical Standard Deviation: 6.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.6%	96.1%	96.8%	93.2%	89.8%	97.4%	95.7%	92.0%
AnswerCare LLC	No Data	No Data	No Data	66.7%	75.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	80.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	50.0%	80.0%	50.0%	100.0%	100.0%	100.0%	0.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	91.7%	91.3%	85.0%	95.2%	82.4%	93.5%	88.9%	94.4%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%

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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	99.4%	100.0%	100.0%	100.0%	97.5%	100.0%	98.9%	99.4%
AnswerCare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.9%	100.0%	98.4%	100.0%	98.1%	100.0%	98.4%	99.4%
AnswerCare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	95.8%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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]

Warren County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7% ½ Historical Standard Deviation: 3.5%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.2%	98.4%	97.9%	99.5%	96.8%	99.3%	97.3%	97.5%
AnswerCare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	91.3%	100.0%	95.5%	100.0%	100.0%	89.5%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	98.3%	98.9%	97.9%	100.0%	98.1%	98.7%	97.8%	99.4%
AnswerCare LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	100.0%	91.3%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%	No Data	100.0%

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%	40.0%	100.0%	92.3%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.4%	97.8%	96.7%	99.3%	97.7%	99.2%	98.0%	96.9%
AnswerCare LLC	No Data	No Data	No Data	0.0%	100.0%	100.0%	100.0%	50.0%
Assisted Care by Black Stone of CIN	94.7%	95.0%	100.0%	77.8%	100.0%	100.0%	87.5%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	0.0%	100.0%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	0.0%	No Data	0.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	50.0%	75.0%	66.7%	75.0%	100.0%	100.0%	0.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	78.9%	88.2%	86.7%	87.5%	100.0%	87.5%	86.7%	84.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	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]

Warren 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 Best Home Care, Inc.	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.2%	99.5%	97.4%	97.4%	92.9%	98.0%	97.3%	93.2%
AnswerCare LLC	No Data	No Data	No Data	66.7%	100.0%	100.0%	100.0%	100.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	91.7%	91.3%	80.0%	95.5%	94.1%	90.3%	89.5%	94.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	No Data	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0% ½ Historical Standard Deviation: 6.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	100.0%	87.5%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.2%	98.4%	96.3%	99.0%	96.1%	100.0%	97.8%	96.9%
AnswerCare LLC	No Data	No Data	No Data	66.7%	100.0%	100.0%	100.0%	50.0%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gabriels Angels Homecare, LLC	No Data	No Data	No Data	No Data	No Data	100.0%	33.3%	100.0%
Interim Healthcare of Cincinnati Homestyles	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Senior Helpers of Dayton	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
SH of Southern Ohio LLC	95.7%	91.3%	94.7%	91.3%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	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]

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	98.4%	93.8%	100.0%	96.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.6%	98.3%	99.1%	96.4%	100.0%	97.7%	98.9%	96.8%
Warren County Community Service	99.8%	99.3%	99.4%	99.4%	99.5%	99.7%	99.7%	99.5%

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5%
½ Historical Standard Deviation: 1.4%

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.7%	99.5%	99.6%	99.6%	99.5%	100.0%	100.0%	99.0%

Are your meals good?

Historical Average: 94.6%
½ Historical Standard Deviation: 2.1%

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.2%	93.3%	100.0%	95.8%	100.0%	93.8%	97.0%	95.7%
Warren County Community Service	99.5%	98.8%	98.5%	98.7%	99.2%	98.5%	100.0%	100.0%

Can you depend on your meals driver?

Historical Average: 99.4%
½ Historical Standard Deviation: 0.6%

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	99.6%	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%

Provider Name	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4	2026 Q1	2026 Q2	2026 Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.7%	99.3%	100.0%	100.0%	100.0%	99.5%

[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]

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8% ½ Historical Standard Deviation: 0.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.8%	99.7%	100.0%	99.6%	100.0%	100.0%	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
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.2%	93.3%	93.1%	87.5%	100.0%	93.8%	97.0%	87.5%
Warren County Community Service	99.3%	97.5%	98.8%	98.4%	99.6%	100.0%	98.4%	98.4%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.8%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	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	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%
Warren County Community Service	100.0%	99.1%	99.1%	99.7%	98.8%	99.2%	99.6%	99.2%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1% ½ Historical Standard Deviation: 1.6%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Mayerson JCC (Jewish Community Center)	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%	93.8%	97.0%	95.5%
Warren County Community Service	99.5%	99.8%	100.0%	99.7%	99.6%	99.6%	99.6%	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]

Warren 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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	98.3%	97.8%	100.0%	99.4%	100.0%
Valley Transport LLC	100.0%	98.7%	100.0%	87.3%	88.0%	83.0%	97.3%	92.0%
Warren County Community Service	100.0%	99.3%	98.8%	100.0%	99.6%	99.8%	100.0%	99.5%

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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	95.7%	100.0%	73.3%	86.7%	80.0%	90.9%	80.0%
Warren County Community Service	100.0%	97.8%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	86.7%	93.3%	90.0%	100.0%	100.0%
Warren County Community Service	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Warren County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6% ½ Historical Standard Deviation: 2.2%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	93.3%	86.7%	80.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9% ½ Historical Standard Deviation: 2.2%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	86.7%	86.7%	80.0%	100.0%	80.0%
Warren County Community Service	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.7%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	93.3%	86.7%	90.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0% ½ Historical Standard Deviation: 1.9%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	95.7%	100.0%	86.7%	93.3%	90.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics[1]

Warren County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1% ½ Historical Standard Deviation: 4.5%	2024	2025	2025	2025	2025	2026	2026	2026
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%	93.8%	100.0%
Valley Transport LLC	100.0%	95.7%	100.0%	86.7%	86.7%	80.0%	90.9%	80.0%
Warren County Community Service	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	97.7%

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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	93.3%	86.7%	80.0%	100.0%	100.0%
Warren County Community Service	100.0%	97.8%	100.0%	100.0%	100.0%	98.3%	100.0%	97.7%

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
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	95.7%	94.4%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	80.0%	86.7%	80.0%	90.9%	80.0%
Warren County Community Service	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Appendix A: Methodology for SASI Analysis

Warren County ESP

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

1. SASI counts and Yes/No answers for each SASI question totaling 633 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