



Butler County



Provider Quality Report

Quarter 2, 2023

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Provider Quality Report: Introduction

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GENERAL INFORMATION

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-Mar).
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q2 2023, all services for Central Connections - HDM, ILA and Transportation have been placed on Hold.

Billable Unit Conversions:

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

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

SASI Scoring:

SASI scored that consist of smaller sample sizes may have adverse impact on provider scores.

Appendix B: Provider Activity

Butler County ESP

Provider - Terminated	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2022

Provider - New	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
Comfort and Care Home Health Agency, Inc.	Home Care Assistance	5/17/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Quality Care	Home Care Assistance	5/1/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Oxford Senior Citizens, Inc.	Independent Living Assistance	8/1/2022
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022
Kemper Shuttle Services	Transportation	10/1/2021
Transport-U Transportation	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

Provider - On Hold	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023
Central Connections	Independent Living Assistance	6/16/2023
Central Connections	Transportation	6/16/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2022

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	94	93	187
Otterbein Lebanon Adult Day Service	0	0	0	0	0	91	161	144	395
Oxford Senior Citizens, Inc.	124	78	66	60	128	206	279	318	1,258
Total Billable Units	124	78	66	60	128	297	534	554	1,840

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	17.62%	16.79%	
Otterbein Lebanon Adult Day Service	0	0	0	0	0	30.52%	30.18%	25.90%	
Oxford Senior Citizens, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	69.48%	52.20%	57.31%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	0	3	4	4
Otterbein Lebanon Adult Day Service	0	0	0	0	0	4	8	7	6
Oxford Senior Citizens, Inc.	4	3	3	3	8	10	12	14	7
Total Distinct Clients Served	4	3	3	3	8	14	23	25	6

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	10,719	12,381	12,173	11,070	0	0	0	0	46,342
Palco, Inc.	0	0	0	0	11,746	10,536	16,041	15,178	53,501
Total Billable Units	10,719	12,381	12,173	11,070	11,746	10,536	16,041	15,178	99,843

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	0	0	0	0	
Palco, Inc.	0	0	0	0	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									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	144	150	144	148	0	0	0	0	147
Palco, Inc.	0	0	0	0	124	143	163	185	154
Total Distinct Clients Served	144	150	144	148	124	143	163	185	150

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Home Care Assistance

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
A Best Home Care, Inc.	0	0	4	43	41	61	107	113	369
A Miracle Home Care	8,631	9,001	8,923	9,206	9,428	10,252	10,369	11,265	77,074
Always There Healthcare LLC	20	23	29	81	58	31	0	0	241
Assisted Care by Black Stone of CIN	1,558	2,556	1,704	1,602	1,508	1,326	1,474	1,233	12,961
Comfort and Care Home Health Agency, Inc.	715	337	266	328	177	56	39	99	2,014
Helping Hands Private Duty Homecare	7,294	5,900	4,229	4,039	1,114	0	0	0	22,576
Interim HomeStyles of Greater Cincinnati, Inc.	4,837	3,918	4,007	3,335	3,262	3,236	3,368	2,525	28,487
Nova Home Care	717	810	585	771	613	721	741	803	5,760
Prime Home Care, LLC	292	315	197	171	219	239	184	123	1,738
Quality Care	802	419	186	191	176	136	125	94	2,128
SH of Southern Ohio LLC	113	580	913	1,406	2,408	3,470	3,373	3,929	16,191
Superior Home Care, Inc.	0	0	0	0	38	146	128	113	424
Total Billable Units	24,977	23,859	21,041	21,172	19,038	19,673	19,907	20,297	169,962

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	0	0	0.02%	0.20%	0.21%	0.31%	0.54%	0.56%
A Miracle Home Care	34.55%	37.73%	42.41%	43.48%	49.52%	52.11%	52.09%	55.50%
Always There Healthcare LLC	0.08%	0.10%	0.14%	0.38%	0.30%	0.16%	0	0
Assisted Care by Black Stone of CIN	6.24%	10.71%	8.10%	7.57%	7.92%	6.74%	7.40%	6.08%
Comfort and Care Home Health Agency, Inc.	2.86%	1.41%	1.26%	1.55%	0.93%	0.28%	0.19%	0.49%
Helping Hands Private Duty Homecare	29.20%	24.73%	20.10%	19.08%	5.85%	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	19.36%	16.42%	19.04%	15.75%	17.13%	16.45%	16.92%	12.44%
Nova Home Care	2.87%	3.39%	2.78%	3.64%	3.22%	3.67%	3.72%	3.96%
Prime Home Care, LLC	1.17%	1.32%	0.93%	0.81%	1.15%	1.21%	0.93%	0.60%
Quality Care	3.21%	1.75%	0.88%	0.90%	0.92%	0.69%	0.63%	0.46%
SH of Southern Ohio LLC	0.45%	2.43%	4.34%	6.64%	12.65%	17.64%	16.94%	19.36%
Superior Home Care, Inc.	0	0	0	0	0.20%	0.74%	0.64%	0.56%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	1	1	1	1	3	2	2
A Miracle Home Care	300	306	301	289	311	311	308	333	307
Always There Healthcare LLC	1	2	3	4	3	1	0	0	2
Assisted Care by Black Stone of CIN	73	72	53	47	44	42	40	35	51
Comfort and Care Home Health Agency, Inc.	47	31	26	21	16	7	10	20	22
Helping Hands Private Duty Homecare	301	255	221	168	151	0	0	0	219
Interim HomeStyles of Greater Cincinnati, Inc.	174	140	143	128	116	108	104	96	126
Nova Home Care	33	43	34	32	26	28	27	29	32
Prime Home Care, LLC	14	10	7	8	8	7	6	5	8
Quality Care	51	38	22	19	11	7	6	4	20
SH of Southern Ohio LLC	14	20	53	71	149	142	142	149	93
Superior Home Care, Inc.	0	0	0	0	4	5	4	4	4
Total Distinct Clients Served	1,008	917	864	788	840	659	650	677	75

Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	7,215	6,936	7,022	6,871	6,900	6,732	5,663	7,634	54,972
Total Billable Units	7,215	6,936	7,022	6,871	6,900	6,732	5,663	7,634	54,972

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,231	2,205	2,132	2,093	2,033	1,992	1,926	1,916	2,066
Total Distinct Clients Served	2,231	2,205	2,132	2,093	2,033	1,992	1,926	1,916	2,066

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Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Central Connections	32,810	30,251	30,024	29,599	30,892	32,351	32,427	32,466	250,820
Meals on Wheels of SW Ohio and Northern Kentucky	18,839	19,426	17,538	18,335	16,477	18,383	20,388	21,802	151,188
Oxford Senior Citizens, Inc.	3,019	3,055	3,180	3,230	3,044	2,582	2,459	2,452	23,021
Partners in Prime	30,702	30,149	26,736	26,394	27,288	25,349	26,361	27,280	220,259
Warren County Community Service	14,629	15,498	16,170	18,759	19,093	20,906	19,648	18,529	143,232
Total Billable Units	99,999	98,379	93,648	96,317	96,794	99,571	101,283	102,529	788,520

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Central Connections	32.81%	30.75%	32.06%	30.73%	31.92%	32.49%	32.02%	31.67%
Meals on Wheels of SW Ohio and Northern Kentucky	18.84%	19.75%	18.73%	19.04%	17.02%	18.46%	20.13%	21.26%
Oxford Senior Citizens, Inc.	3.02%	3.11%	3.40%	3.35%	3.14%	2.59%	2.43%	2.39%
Partners in Prime	30.70%	30.65%	28.55%	27.40%	28.19%	25.46%	26.03%	26.61%
Warren County Community Service	14.63%	15.75%	17.27%	19.48%	19.73%	21.00%	19.40%	18.07%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Central Connections	501	465	459	470	517	518	532	540	500
Meals on Wheels of SW Ohio and Northern Kentucky	322	311	297	296	275	309	344	381	317
Oxford Senior Citizens, Inc.	51	55	57	56	51	45	48	45	51
Partners in Prime	486	455	418	404	427	412	427	436	433
Warren County Community Service	228	250	286	312	314	315	306	300	289
Total Distinct Clients Served	1,588	1,536	1,517	1,538	1,584	1,599	1,657	1,702	318

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
American Ramp Systems	50	52	46	48	41	35	44	53	369
Bernens Medical	129	111	119	110	142	135	154	120	1,020
Home First	0	3	2	2	1	2	1	2	13
Mullaney's Pharmacy & Home Health Care	41	29	36	42	46	35	53	55	337
Stateline Medical Equipment	15	13	6	7	17	2	4	5	69
Total Billable Units	235	208	209	209	247	209	256	235	1,808

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
American Ramp Systems	21.28%	25.00%	22.01%	22.97%	16.60%	16.75%	17.19%	22.55%	
Bernens Medical	54.89%	53.37%	56.94%	52.63%	57.49%	64.59%	60.16%	51.06%	
Home First	0	1.44%	0.96%	0.96%	0.40%	0.96%	0.39%	0.85%	
Mullaney's Pharmacy & Home Health Care	17.45%	13.94%	17.22%	20.10%	18.62%	16.75%	20.70%	23.40%	
Stateline Medical Equipment	6.38%	6.25%	2.87%	3.35%	6.88%	0.96%	1.56%	2.13%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
American Ramp Systems	19	18	18	20	17	15	20	22	19
Bernens Medical	97	76	77	76	101	88	93	83	86
Home First	0	3	2	2	1	2	1	2	2
Mullaney's Pharmacy & Home Health Care	32	22	29	34	32	30	45	42	33
Stateline Medical Equipment	14	5	6	7	17	2	4	5	8
Total Distinct Clients Served	162	124	132	139	168	137	163	154	30

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	5	2	4	3	3	3	2	2	24
Home First	22	25	9	9	3	3	4	6	81
MedAdapt Ltd.	22	11	17	15	22	22	35	26	170
People Working Cooperatively, Inc.	0	1	2	2	0	4	2	2	13
Stateline Medical Equipment	21	27	19	17	33	17	23	22	179
Tri-State Maintenance	19	19	18	15	25	27	26	28	177
Total Billable Units	89	85	69	61	86	76	92	86	644

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Custom Home Elevator & Lift Co. Inc.	5.62%	2.35%	5.80%	4.92%	3.49%	3.95%	2.17%	2.33%
Home First	24.72%	29.41%	13.04%	14.75%	3.49%	3.95%	4.35%	6.98%
MedAdapt Ltd.	24.72%	12.94%	24.64%	24.59%	25.58%	28.95%	38.04%	30.23%
People Working Cooperatively, Inc.	0	1.18%	2.90%	3.28%	0	5.26%	2.17%	2.33%
Stateline Medical Equipment	23.60%	31.76%	27.54%	27.87%	38.37%	22.37%	25.00%	25.58%
Tri-State Maintenance	21.35%	22.35%	26.09%	24.59%	29.07%	35.53%	28.26%	32.56%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	4	2	4	3	3	3	2	2	3
Home First	21	21	9	9	3	3	4	6	10
MedAdapt Ltd.	20	10	16	14	21	21	34	25	20
People Working Cooperatively, Inc.	0	1	2	2	0	3	2	2	2
Stateline Medical Equipment	21	27	18	17	32	17	23	22	22
Tri-State Maintenance	19	17	15	15	24	26	22	27	21
Total Distinct Clients Served	85	78	64	60	83	73	87	84	13

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	91	101	81	159	115	154	103	94	897
Oxford Senior Citizens, Inc.	0	0	0	0	2	0	0	5	7
Partners in Prime	1,269	1,155	1,034	990	982	1,105	997	1,068	8,600
Total Billable Units	1,360	1,256	1,115	1,149	1,099	1,259	1,100	1,167	9,504

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	6.69%	8.02%	7.25%	13.82%	10.48%	12.21%	9.34%	8.08%
Oxford Senior Citizens, Inc.	0	0	0	0	0.16%	0	0	0.43%
Partners in Prime	93.31%	91.98%	92.75%	86.18%	89.36%	87.79%	90.66%	91.50%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Central Connections	39	40	39	62	66	70	66	64	56
Oxford Senior Citizens, Inc.	0	0	0	0	1	0	0	2	2
Partners in Prime	261	250	219	216	214	204	210	207	223
Total Distinct Clients Served	300	290	258	278	281	274	276	273	124

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	2	1	2	7	6	8	1	2	29
Total Billable Units	2	1	2	7	6	8	1	2	29

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	2	1	2	7	6	8	1	2	4
Total Distinct Clients Served	2	1	2	7	6	8	1	2	4

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	34	36	22	32	20	30	28	27	229
Milt's Termite & Pest Control	8	17	17	20	25	28	9	4	128
Total Billable Units	42	53	39	52	45	58	37	31	357

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
All Gone Termite & Pest Control, Inc.	80.95%	67.92%	56.41%	61.54%	44.44%	51.72%	75.68%	87.10%	
Milt's Termite & Pest Control	19.05%	32.08%	43.59%	38.46%	55.56%	48.28%	24.32%	12.90%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	16	15	11	14	11	12	11	13	13
Milt's Termite & Pest Control	5	8	8	12	11	13	3	3	8
Total Distinct Clients Served	21	23	19	26	22	25	14	16	10

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Central Connections	1,140	897	986	914	986	1,005	760	781	7,469
Kemper Shuttle Services	0	191	197	120	109	53	54	175	899
Meda-Care Transportation, Inc.	630	353	330	294	313	386	357	476	3,139
Oxford Senior Citizens, Inc.	0	0	0	6	3	12	12	17	50
Partners in Prime	382	310	266	344	452	385	396	450	2,985
Transport-U Transportation, LLC	0	42	80	130	168	165	144	162	891
Universal Transportation Systems	631	504	275	551	308	236	276	322	3,103
Valley Transport LLC	0	129	169	201	255	324	322	259	1,659
Warren County Community Service	12	53	57	74	102	115	141	139	693
Total Billable Units	2,795	2,479	2,360	2,634	2,696	2,681	2,462	2,781	20,888

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Central Connections	40.79%	36.18%	41.78%	34.70%	36.57%	37.49%	30.87%	28.08%
Kemper Shuttle Services	0	7.70%	8.35%	4.56%	4.04%	1.98%	2.19%	6.29%
Meda-Care Transportation, Inc.	22.54%	14.24%	13.98%	11.16%	11.61%	14.40%	14.50%	17.12%
Oxford Senior Citizens, Inc.	0	0	0	0.23%	0.11%	0.45%	0.49%	0.61%
Partners in Prime	13.67%	12.51%	11.27%	13.06%	16.77%	14.36%	16.08%	16.18%
Transport-U Transportation, LLC	0	1.69%	3.39%	4.94%	6.23%	6.15%	5.85%	5.83%
Universal Transportation Systems	22.58%	20.33%	11.65%	20.92%	11.42%	8.80%	11.21%	11.58%
Valley Transport LLC	0	5.20%	7.16%	7.63%	9.46%	12.09%	13.08%	9.31%
Warren County Community Service	0.43%	2.14%	2.42%	2.81%	3.78%	4.29%	5.73%	5.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Central Connections	117	107	109	98	106	108	87	83	102
Kemper Shuttle Services	0	11	6	11	7	5	4	6	7
Meda-Care Transportation, Inc.	60	45	39	42	41	37	44	43	44
Oxford Senior Citizens, Inc.	0	0	0	1	2	4	4	7	4
Partners in Prime	50	38	31	33	46	47	54	64	45
Transport-U Transportation, LLC	0	12	9	14	17	13	16	15	14
Universal Transportation Systems	74	60	45	48	44	37	37	33	47
Valley Transport LLC	0	24	22	19	26	26	27	23	24
Warren County Community Service	3	7	10	13	13	13	16	18	12
Total Distinct Clients Served	304	304	271	279	302	290	289	292	35

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	0	0	1	0	1	0	1	1
A Miracle Home Care	100	96	108	103	100	127	114	116
Always There Healthcare LLC	0	1	0	3	1	2	0	1
Assisted Care by Black Stone of CIN	46	22	29	21	20	15	20	13
Comfort and Care Home Health Agency, Inc.	4	10	12	9	9	4	1	3
Helping Hands Private Duty Homecare	105	88	86	53	23	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	69	63	55	49	39	57	36	36
Nova Home Care	5	12	11	6	12	7	16	8
Prime Home Care, LLC	4	6	1	2	1	5	0	4
Quality Care	12	10	8	5	6	4	2	4
SH of Southern Ohio LLC	0	4	13	15	34	43	51	45
Superior Home Care, Inc.	0	0	0	0	1	2	2	1

Home Delivered Meals								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	146	142	158	131	151	167	196	155
Meals on Wheels of SW Ohio and Northern Kentucky	122	93	104	91	87	106	127	110
Oxford Senior Citizens, Inc.	17	10	23	10	18	9	14	14
Partners in Prime	142	163	150	149	137	149	153	120
Warren County Community Service	62	85	71	90	96	104	106	89

Medical Transportation								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	48	54	66	57	53	54	56	39
Kemper Shuttle Services	0	0	5	6	7	5	3	1
Meda-Care Transportation, Inc.	28	27	24	25	18	27	28	19
Oxford Senior Citizens, Inc.	0	0	0	0	1	1	3	3
Partners in Prime	35	24	28	19	23	29	18	28
Transport-U Transportation, LLC	0	0	5	4	6	10	7	8
Universal Transportation Systems	45	48	40	24	30	31	30	21
Valley Transport LLC	0	0	7	10	5	14	12	11
Warren County Community Service	4	6	5	2	4	7	9	8

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	80.0%	80.0%
A Miracle Home Care	84.6%	90.0%	91.1%	91.7%	92.3%	91.3%	96.1%	94.0%
Always There Healthcare LLC	No Data	60.0%	No Data	100.0%	100.0%	100.0%	No Data	70.0%
Assisted Care by Black Stone of CIN	91.0%	83.4%	95.4%	97.8%	99.4%	90.7%	100.0%	87.7%
Comfort and Care Home Health Agency, Inc.	97.5%	89.0%	80.0%	69.6%	52.5%	67.5%	100.0%	66.7%
Helping Hands Private Duty Homecare	92.7%	91.6%	91.9%	93.1%	77.1%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.4%	94.8%	96.6%	95.1%	93.0%	91.7%	98.4%	95.9%
Nova Home Care	93.0%	87.3%	94.3%	91.7%	75.8%	93.8%	77.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	90.0%	100.0%	100.0%	88.0%	No Data	93.3%
Quality Care	85.5%	80.3%	80.9%	87.5%	61.2%	89.2%	80.0%	89.2%
SH of Southern Ohio LLC	No Data	97.5%	93.4%	85.9%	88.7%	95.7%	94.4%	95.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	79.8%	91.5%	89.4%	88.6%	89.8%	93.5%	97.9%	91.7%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	84.6%	83.3%	92.3%	100.0%	100.0%	100.0%	100.0%	88.9%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	75.0%	77.8%	66.7%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	92.9%	94.3%	93.1%	97.9%	73.7%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.4%	100.0%	97.8%	92.9%	94.3%	91.7%	100.0%	92.6%
Nova Home Care	100.0%	90.9%	100.0%	100.0%	83.3%	100.0%	75.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Quality Care	90.9%	87.5%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	100.0%	90.9%	81.8%	84.6%	92.9%	95.2%	94.4%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
A Miracle Home Care	81.1%	89.9%	90.9%	89.0%	87.5%	90.7%	95.9%	88.7%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	84.6%	77.8%	88.9%	94.4%	94.1%	100.0%	100.0%	87.5%
Comfort and Care Home Health Agency, Inc.	75.0%	100.0%	66.7%	62.5%	66.7%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	91.9%	93.6%	91.0%	96.1%	80.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.3%	96.6%	96.0%	95.5%	91.4%	87.2%	96.7%	96.3%
Nova Home Care	100.0%	90.9%	100.0%	100.0%	83.3%	83.3%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Quality Care	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	100.0%	91.7%	84.6%	78.6%	90.0%	85.4%	97.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	69.1%	77.4%	82.1%	82.2%	87.0%	87.3%	90.3%	91.4%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	91.3%	72.7%	96.6%	95.2%	100.0%	92.9%	100.0%	91.7%
Comfort and Care Home Health Agency, Inc.	100.0%	70.0%	58.3%	66.7%	0.0%	25.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	67.3%	65.9%	75.6%	69.8%	56.5%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	85.3%	90.5%	90.7%	87.5%	84.6%	96.5%	94.4%	97.1%
Nova Home Care	50.0%	83.3%	72.7%	66.7%	75.0%	85.7%	62.5%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%
Quality Care	50.0%	50.0%	37.5%	75.0%	16.7%	75.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	75.0%	83.3%	93.3%	78.8%	95.3%	92.2%	93.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	95.9%	96.9%	97.1%	97.1%	97.0%	95.2%	98.2%	96.6%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	95.2%	96.6%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	91.7%	88.9%	77.8%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	99.0%	100.0%	98.8%	98.1%	95.7%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.8%	98.2%	100.0%	97.4%	98.2%	100.0%	100.0%
Nova Home Care	100.0%	91.7%	100.0%	100.0%	75.0%	100.0%	93.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	93.3%	97.1%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	90.7%	95.8%	94.2%	96.0%	96.0%	94.5%	98.2%	97.4%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	100.0%	95.2%	96.6%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	100.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	98.1%	93.2%	96.5%	94.3%	87.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.6%	96.8%	96.4%	100.0%	97.4%	98.2%	100.0%	100.0%
Nova Home Care	100.0%	83.3%	100.0%	100.0%	75.0%	100.0%	81.3%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	100.0%	91.7%	93.3%	97.1%	100.0%	98.0%	95.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	87.8%	95.8%	93.3%	95.0%	96.0%	92.9%	97.3%	98.3%
Always There Healthcare LLC	No Data	0.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	95.7%	90.5%	96.6%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	90.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	97.1%	93.1%	97.7%	98.1%	78.3%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.8%	98.2%	95.9%	94.9%	93.0%	100.0%	100.0%
Nova Home Care	100.0%	91.7%	100.0%	100.0%	66.7%	100.0%	81.3%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	83.3%	90.0%	100.0%	50.0%	60.0%	75.0%	No Data	100.0%
SH of Southern Ohio LLC	No Data	100.0%	92.3%	86.7%	94.1%	100.0%	100.0%	97.8%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	92.9%	95.8%	96.2%	95.1%	96.0%	93.7%	99.1%	96.6%
Always There Healthcare LLC	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	97.8%	90.5%	96.6%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	90.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	97.1%	94.3%	95.3%	100.0%	91.3%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.2%	96.3%	100.0%	97.4%	91.2%	100.0%	100.0%
Nova Home Care	80.0%	91.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	91.7%	90.0%	100.0%	75.0%	75.0%	100.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	86.7%	94.1%	100.0%	100.0%	97.8%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
A Miracle Home Care	83.9%	84.9%	89.7%	91.3%	90.7%	87.1%	92.8%	88.8%
Always There Healthcare LLC	No Data	0.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	75.8%	75.0%	100.0%	88.2%	100.0%	100.0%	100.0%	55.6%
Comfort and Care Home Health Agency, Inc.	100.0%	70.0%	66.7%	33.3%	25.0%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	97.8%	96.2%	90.0%	95.3%	65.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	89.7%	86.5%	95.7%	87.8%	82.4%	68.2%	96.2%	84.6%
Nova Home Care	100.0%	83.3%	88.9%	83.3%	83.3%	83.3%	66.7%	100.0%
Prime Home Care, LLC	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	No Data	33.3%
Quality Care	81.8%	55.6%	50.0%	75.0%	40.0%	66.7%	100.0%	66.7%
SH of Southern Ohio LLC	No Data	100.0%	100.0%	72.7%	83.3%	90.9%	87.2%	91.2%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	83.7%	84.4%	87.0%	91.2%	89.0%	89.8%	96.4%	95.7%
Always There Healthcare LLC	No Data	0.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	89.1%	77.3%	96.6%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	80.0%	83.3%	77.8%	55.6%	50.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	90.5%	90.9%	88.4%	86.8%	78.3%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.3%	93.7%	98.2%	95.9%	94.9%	98.2%	97.2%	94.3%
Nova Home Care	100.0%	75.0%	100.0%	83.3%	75.0%	100.0%	68.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	66.7%	60.0%	62.5%	100.0%	50.0%	75.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	100.0%	91.7%	86.7%	91.2%	92.9%	92.2%	93.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
A Miracle Home Care	80.8%	88.2%	91.6%	91.1%	93.9%	88.1%	94.6%	94.8%
Always There Healthcare LLC	No Data	0.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Assisted Care by Black Stone of CIN	91.3%	76.2%	93.1%	100.0%	100.0%	85.7%	100.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	90.0%	83.3%	55.6%	33.3%	75.0%	100.0%	66.7%
Helping Hands Private Duty Homecare	95.1%	94.3%	93.0%	94.3%	65.2%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	95.2%	98.1%	95.9%	94.9%	94.7%	100.0%	94.1%
Nova Home Care	100.0%	91.7%	81.8%	83.3%	66.7%	85.7%	68.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%
Quality Care	90.9%	70.0%	87.5%	100.0%	40.0%	100.0%	No Data	100.0%
SH of Southern Ohio LLC	No Data	100.0%	92.3%	80.0%	88.2%	95.3%	94.0%	95.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.8%	96.3%	97.5%	97.7%	98.4%	97.9%	96.9%	92.2%
Meals on Wheels of SW Ohio and Northern Kentucky	97.7%	95.4%	97.0%	98.1%	97.7%	97.3%	98.2%	97.1%
Oxford Senior Citizens, Inc.	98.5%	96.3%	95.7%	89.9%	92.8%	100.0%	97.3%	100.0%
Partners in Prime	97.9%	98.5%	98.8%	98.4%	95.5%	97.1%	97.4%	98.7%
Warren County Community Service	99.2%	98.5%	98.4%	98.3%	99.3%	96.2%	98.5%	95.3%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.1%	99.1%	98.4%	100.0%	100.0%	100.0%	98.1%	94.4%
Meals on Wheels of SW Ohio and Northern Kentucky	98.1%	100.0%	96.6%	98.7%	97.2%	100.0%	99.1%	99.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	99.2%	100.0%	100.0%	99.1%	98.3%	98.3%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	98.3%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	95.2%	91.5%	94.9%	93.9%	97.3%	95.8%	92.7%	87.7%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	92.4%	95.1%	95.6%	97.7%	92.5%	96.1%	94.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	91.3%	90.0%	88.9%	100.0%	92.9%	100.0%
Partners in Prime	96.5%	96.9%	96.7%	95.3%	91.2%	94.6%	94.8%	98.3%
Warren County Community Service	98.4%	96.5%	97.2%	94.4%	98.9%	93.3%	98.1%	91.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.3%	100.0%	99.4%	99.2%	99.3%	100.0%	100.0%	97.4%
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	98.9%	100.0%	100.0%	98.9%	100.0%	100.0%	99.1%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.6%	99.4%	99.3%	100.0%	99.3%	99.3%	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 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	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	99.2%	98.4%	99.2%	97.5%	95.2%	97.6%	97.4%	89.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	95.2%	96.9%	97.4%	97.3%	96.3%	98.1%	97.9%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.1%	100.0%	99.3%	100.0%	94.4%	97.5%	98.4%	98.9%
Warren County Community Service	100.0%	98.6%	98.4%	98.7%	100.0%	98.8%	100.0%	96.4%

Do you eat your home delivered meals?								
Historical Average: 98.8%								
½ Historical Standard Deviation: 0.8%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.6%	98.6%	98.1%	98.5%	100.0%	98.2%	99.5%	97.4%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	96.8%	100.0%	100.0%	100.0%	99.1%	98.4%	98.2%
Oxford Senior Citizens, Inc.	94.1%	100.0%	100.0%	90.0%	94.4%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	99.4%	99.3%	99.3%	96.4%	98.7%	99.3%	99.2%
Warren County Community Service	100.0%	98.8%	100.0%	98.9%	100.0%	97.1%	100.0%	97.8%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%								
½ Historical Standard Deviation: 2.8%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	95.9%	90.8%	94.9%	94.6%	98.7%	95.2%	94.4%	85.7%
Meals on Wheels of SW Ohio and Northern Kentucky	92.6%	84.9%	90.3%	93.3%	95.4%	94.3%	96.9%	94.5%
Oxford Senior Citizens, Inc.	94.1%	70.0%	91.3%	80.0%	70.6%	100.0%	85.7%	100.0%
Partners in Prime	92.1%	94.4%	96.6%	94.6%	92.7%	93.8%	94.7%	95.8%
Warren County Community Service	98.4%	96.5%	95.8%	96.6%	96.9%	91.3%	93.4%	86.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.8%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.9%	96.5%	98.7%	99.2%	98.7%	98.2%	97.4%	94.2%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	96.7%	99.0%	100.0%	98.9%	98.1%	99.2%	98.2%
Oxford Senior Citizens, Inc.	100.0%	100.0%	91.3%	90.0%	94.4%	100.0%	100.0%	100.0%
Partners in Prime	98.6%	99.4%	100.0%	99.3%	95.6%	97.3%	96.7%	99.2%
Warren County Community Service	96.8%	98.8%	97.2%	97.8%	100.0%	96.2%	99.0%	97.8%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%								
½ Historical Standard Deviation: 1.6%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.3%	95.7%	96.8%	98.5%	98.0%	98.2%	95.9%	91.6%
Meals on Wheels of SW Ohio and Northern Kentucky	98.3%	97.8%	98.0%	100.0%	96.6%	98.1%	97.6%	95.4%
Oxford Senior Citizens, Inc.	100.0%	100.0%	91.3%	80.0%	94.1%	100.0%	100.0%	100.0%
Partners in Prime	98.6%	99.4%	99.3%	98.7%	94.9%	97.3%	96.7%	98.3%
Warren County Community Service	100.0%	98.8%	98.6%	100.0%	99.0%	94.2%	97.2%	94.4%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	98.8%	99.4%	99.7%	100.0%	99.4%	99.4%	100.0%	99.5%
Kemper Shuttle Services	No Data	No Data	96.0%	100.0%	98.6%	100.0%	96.7%	90.0%
Meda-Care Transportation, Inc.	86.8%	94.3%	91.7%	87.7%	91.1%	96.7%	94.0%	99.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	96.7%	100.0%
Partners in Prime	99.1%	98.3%	97.9%	100.0%	99.6%	100.0%	99.4%	100.0%
Transport-U Transportation, LLC	No Data	No Data	98.0%	100.0%	93.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	84.4%	89.3%	93.5%	90.0%	90.0%	88.1%	89.9%	98.6%
Valley Transport LLC	No Data	No Data	100.0%	94.0%	88.0%	98.6%	94.0%	94.5%
Warren County Community Service	97.5%	90.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.9%	100.0%	100.0%	100.0%	98.1%	96.2%	100.0%	97.4%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	82.1%	88.5%	91.7%	84.0%	88.9%	96.3%	96.0%	94.4%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.1%	87.5%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Universal Transportation Systems	71.1%	80.9%	90.0%	91.3%	80.0%	77.4%	85.7%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	90.0%	80.0%	100.0%	90.0%	90.9%
Warren County Community Service	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.9%	98.1%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	89.3%	96.2%	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	91.1%	93.8%	95.0%	91.3%	96.6%	96.8%	93.1%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	90.0%	100.0%	92.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	89.3%	100.0%	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	93.6%	97.5%	87.0%	93.3%	96.8%	93.1%	95.2%
Valley Transport LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.2%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	92.9%	100.0%	91.7%	95.8%	94.4%	96.3%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.3%	95.8%	97.4%	91.3%	93.3%	96.8%	89.7%	95.2%
Valley Transport LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	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%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	66.7%	No Data
Meda-Care Transportation, Inc.	92.6%	92.0%	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	94.1%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Universal Transportation Systems	91.1%	95.8%	100.0%	95.7%	96.7%	90.3%	96.4%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	80.0%	60.0%	100.0%	100.0%	90.9%
Warren County Community Service	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	85.7%	92.6%	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.8%	97.9%	100.0%	95.7%	100.0%	96.8%	96.4%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	82.1%	92.6%	87.5%	80.0%	94.4%	96.3%	92.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	77.8%	85.4%	90.0%	82.6%	83.3%	80.6%	85.7%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	100.0%	80.0%	100.0%	90.0%	100.0%
Warren County Community Service	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	95.8%	98.1%	98.5%	100.0%	98.1%	98.1%	100.0%	97.4%
Kemper Shuttle Services	No Data	No Data	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	82.1%	92.3%	83.3%	83.3%	77.8%	92.6%	88.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	64.4%	70.8%	77.5%	87.0%	76.7%	71.0%	82.8%	95.2%
Valley Transport LLC	No Data	No Data	100.0%	100.0%	80.0%	92.9%	90.0%	81.8%
Warren County Community Service	100.0%	83.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	85.7%	96.3%	91.7%	91.7%	94.4%	92.6%	96.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	66.7%	100.0%
Partners in Prime	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.9%	93.6%	97.5%	91.3%	96.7%	93.5%	93.1%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	90.0%	100.0%	100.0%	100.0%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	85.7%	92.3%	95.8%	76.0%	83.3%	100.0%	88.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Universal Transportation Systems	75.0%	85.4%	90.0%	87.0%	83.3%	80.6%	82.8%	100.0%
Valley Transport LLC	No Data	No Data	100.0%	90.0%	80.0%	100.0%	90.0%	90.9%
Warren County Community Service	75.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Appendix A: Methodology for SASI Analysis

Butler County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 19,955 SASIs collected over a two year period from July 1, 2021 through June 30th 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ 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. $[(\text{STDDEV})/2]$.
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 3, 2021 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