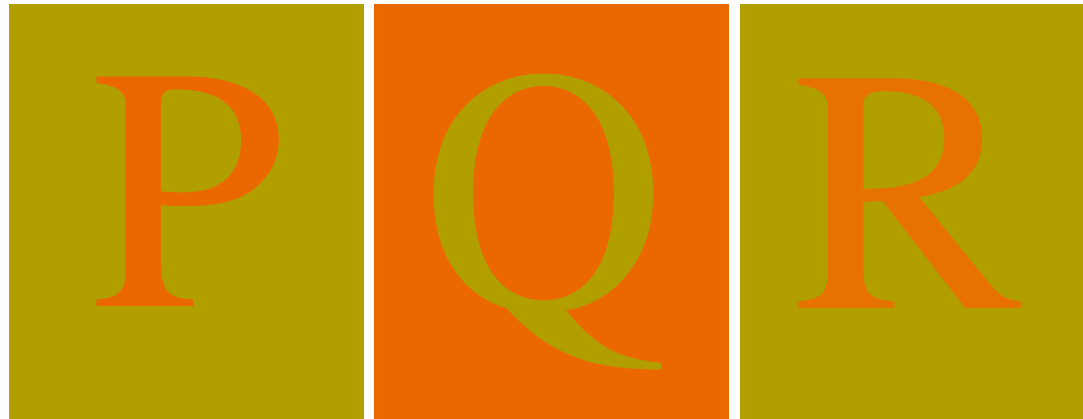




Butler County



Provider Quality Report

Quarter 1, 2025

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page
Introduction	3
Provider Activity	4
Adult Day Service	5
Consumer Directed Care	6
Home Care Assistance	7
Electronic Monitoring System	8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 22
Home Delivered Meals	23 - 25
Medical Transportation	26 - 29

Appendix A: Methodology for SASI Analysis	30
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Provider Quality Report: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Saint Joseph Construction	Minor Home Mod	12/26/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility of Cincinnati	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023

Provider	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024

Provider Quality Report: Introduction

Butler County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan. through March).
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

Billable Unit Conversions:

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

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

SASI Scoring:

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

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	0	0	0	0	0	4	24	9	37
Lincoln Heights Outreach Inc.	0	0	0	0	2	0	0	0	2
Northwest Adult Services Pioneer Home Healthcare	93	65	141	114	65	65	83	41	667
Otterbein Lebanon Adult Day Service	144	117	137	113	84	198	103	86	980
Oxford Senior Citizens, Inc.	318	347	244	212	256	199	171	104	1,849
Total Billable Units	554	529	522	438	407	466	380	240	3,534

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Active Day of Cincinnati	0	0	0	0	0	0.86%	6.19%	3.76%
Lincoln Heights Outreach Inc.	0	0	0	0	0.49%	0	0	0
Northwest Adult Services Pioneer Home Healthcare	16.79%	12.29%	27.04%	26.03%	15.99%	13.95%	21.87%	17.12%
Otterbein Lebanon Adult Day Service	25.90%	22.12%	26.27%	25.68%	20.54%	42.49%	27.01%	35.70%
Oxford Senior Citizens, Inc.	57.31%	65.60%	46.69%	48.29%	62.98%	42.70%	44.93%	43.42%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	0	0	0	0	0	1	1	1	1
Lincoln Heights Outreach Inc.	0	0	0	0	1	0	0	0	1
Northwest Adult Services Pioneer Home Healthcare	4	5	5	6	3	5	3	2	4
Otterbein Lebanon Adult Day Service	7	6	9	9	6	9	6	4	7
Oxford Senior Citizens, Inc.	14	16	13	13	11	9	9	6	11
Total Distinct Clients Served	25	27	27	28	21	24	19	13	7



Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Palco, Inc.	15,178	19,616	22,084	17,537	26,188	22,851	23,167	17,900	164,520
Total Billable Units	15,178	19,616	22,084	17,537	26,188	22,851	23,167	17,900	164,520

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Palco, Inc.	185	227	240	232	254	249	251	240	235
Total Distinct Clients Served	185	227	240	232	254	249	251	240	235

Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
A Best Home Care, Inc.	113	72	87	83	74	78	51	42	599
A Miracle Home Care	11,265	13,660	13,600	13,962	13,530	13,460	15,692	16,112	111,280
Assisted Care by Black Stone of CIN	1,233	1,376	1,110	880	531	501	346	341	6,317
Comfort and Care Home Health Agency, Inc.	99	118	56	108	118	101	70	69	739
Interim HomeStyles of Greater Cincinnati, Inc.	2,525	2,897	3,462	2,521	2,449	2,089	2,217	1,894	20,054
LCD Home Health Agency	0	0	0	0	38	100	194	0	332
Nova Home Care	803	695	630	715	528	420	317	353	4,459
Prime Home Care, LLC	123	133	64	0	0	81	50	20	471
Quality Care	94	59	111	114	57	0	8	14	457
SH of Southern Ohio LLC	3,929	3,669	3,332	3,155	3,282	3,995	3,653	3,439	28,453
Superior Home Care, Inc.	113	55	86	60	40	44	44	40	481
Total Billable Units	20,297	22,733	22,537	21,597	20,646	20,869	22,640	22,322	173,641

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0.56%	0.32%	0.39%	0.38%	0.36%	0.37%	0.23%	0.19%
A Miracle Home Care	55.50%	60.09%	60.35%	64.65%	65.53%	64.50%	69.31%	72.18%
Assisted Care by Black Stone of CIN	6.08%	6.05%	4.93%	4.08%	2.57%	2.40%	1.53%	1.53%
Comfort and Care Home Health Agency, Inc.	0.49%	0.52%	0.25%	0.50%	0.57%	0.48%	0.31%	0.31%
Interim HomeStyles of Greater Cincinnati, Inc.	12.44%	12.74%	15.36%	11.67%	11.86%	10.01%	9.79%	8.48%
LCD Home Health Agency	0	0	0	0	0.18%	0.48%	0.85%	0
Nova Home Care	3.96%	3.06%	2.79%	3.31%	2.56%	2.01%	1.40%	1.58%
Prime Home Care, LLC	0.60%	0.58%	0.28%	0	0	0.39%	0.22%	0.09%
Quality Care	0.46%	0.26%	0.49%	0.53%	0.28%	0	0.03%	0.06%
SH of Southern Ohio LLC	19.36%	16.14%	14.78%	14.61%	15.90%	19.14%	16.14%	15.41%
Superior Home Care, Inc.	0.56%	0.24%	0.38%	0.28%	0.19%	0.21%	0.19%	0.18%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	2	1	2	3	2	1	3	2	2
A Miracle Home Care	333	417	431	431	431	446	529	556	447
Assisted Care by Black Stone of CIN	35	34	30	26	17	16	14	11	23
Comfort and Care Home Health Agency, Inc.	20	11	4	8	13	7	3	5	9
Interim HomeStyles of Greater Cincinnati, Inc.	96	93	88	87	81	76	85	82	86
LCD Home Health Agency	0	0	0	0	2	8	15	0	8
Nova Home Care	29	22	13	15	15	11	9	9	15
Prime Home Care, LLC	5	5	3	0	0	3	1	1	3
Quality Care	4	5	4	3	3	0	1	1	3
SH of Southern Ohio LLC	149	151	131	132	163	170	166	159	153
Superior Home Care, Inc.	4	3	3	3	1	1	1	1	2
Total Distinct Clients Served	677	742	709	708	728	739	827	827	74

Provider Quality Report: Service Metrics

Butler County ESP

Emergency Response

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	4,592	3,815	3,987	3,901	3,831	3,642	4,186	4,093	32,046
Total Billable Units	4,592	3,815	3,987	3,901	3,831	3,642	4,186	4,093	32,046

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,494	1,431	1,415	1,391	1,315	1,254	1,496	1,519	1,414
Total Distinct Clients Served	1,494	1,431	1,415	1,391	1,315	1,254	1,496	1,519	1,414

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	32,466	7,411	0	0	0	0	0	0	39,877
Mayerson JCC (Jewish Community Center)	0	0	2,363	6,778	8,747	8,886	10,691	5,693	43,158
Meals on Wheels of SW Ohio and Northern Kentucky	21,802	31,373	39,981	37,919	36,851	35,435	37,017	35,281	275,659
Oxford Senior Citizens, Inc.	2,452	2,401	2,466	2,575	2,478	2,420	2,548	2,137	19,477
Partners in Prime	27,280	34,089	33,076	30,897	27,695	26,884	25,733	25,224	230,878
Warren County Community Service	18,529	27,038	31,193	29,578	27,800	27,688	27,114	25,525	214,465
Total Billable Units	102,529	102,312	109,079	107,747	103,571	101,313	103,103	93,860	823,514

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	31.67%	7.24%	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	0	0	2.17%	6.29%	8.45%	8.77%	10.37%	6.07%
Meals on Wheels of SW Ohio and Northern Kentucky	21.26%	30.66%	36.65%	35.19%	35.58%	34.98%	35.90%	37.59%
Oxford Senior Citizens, Inc.	2.39%	2.35%	2.26%	2.39%	2.39%	2.39%	2.47%	2.28%
Partners in Prime	26.61%	33.32%	30.32%	28.68%	26.74%	26.54%	24.96%	26.87%
Warren County Community Service	18.07%	26.43%	28.60%	27.45%	26.84%	27.33%	26.30%	27.19%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	540	446	0	0	0	0	0	0	493
Mayerson JCC (Jewish Community Center)	0	0	69	130	149	163	193	164	145
Meals on Wheels of SW Ohio and Northern Kentucky	381	611	648	625	606	580	577	645	584
Oxford Senior Citizens, Inc.	45	44	47	49	48	47	45	42	46
Partners in Prime	436	586	526	474	440	414	404	417	462
Warren County Community Service	300	497	481	460	433	419	397	413	425
Total Distinct Clients Served	1,702	2,184	1,771	1,738	1,676	1,623	1,616	1,681	350

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	2	1	0	24	27
American Ramp Systems	53	55	58	63	50	58	43	44	424
Bernens Medical	120	129	131	125	128	104	111	96	944
Home First	2	2	3	6	4	5	5	4	31
Janz Medical Supply	0	0	0	0	0	5	6	7	18
Mullaney's Pharmacy & Home Health Care	55	42	28	8	0	0	0	0	133
Stateline Medical Equipment	5	9	3	6	3	7	7	5	45
Total Billable Units	235	237	223	208	187	180	172	180	1,622

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
101 Mobility Cincinnati	0	0	0	0	1.07%	0.56%	0	13.33%
American Ramp Systems	22.55%	23.21%	26.01%	30.29%	26.74%	32.22%	25.00%	24.44%
Bernens Medical	51.06%	54.43%	58.74%	60.10%	68.45%	57.78%	64.53%	53.33%
Home First	0.85%	0.84%	1.35%	2.88%	2.14%	2.78%	2.91%	2.22%
Janz Medical Supply	0	0	0	0	0	2.78%	3.49%	3.89%
Mullaney's Pharmacy & Home Health Care	23.40%	17.72%	12.56%	3.85%	0	0	0	0
Stateline Medical Equipment	2.13%	3.80%	1.35%	2.88%	1.60%	3.89%	4.07%	2.78%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	1	1	0	5	2
American Ramp Systems	22	23	23	24	19	20	19	19	21
Bernens Medical	83	81	77	74	81	73	70	62	75
Home First	2	2	3	5	4	5	5	4	4
Janz Medical Supply	0	0	0	0	0	5	5	7	6
Mullaney's Pharmacy & Home Health Care	42	36	23	6	0	0	0	0	27
Stateline Medical Equipment	5	9	3	5	3	7	6	4	5
Total Distinct Clients Served	154	151	129	114	108	111	105	101	23

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	1	2	3
Arrow Heating Cooling and Home Maintenance, LLC	0	0	2	2	3	0	5	4	16
Custom Home Elevator & Lift Co. Inc.	2	4	5	5	2	2	2	2	24
Home First	6	3	3	7	6	3	2	7	37
HomeCare Mattress Inc.	0	2	1	0	0	2	2	1	8
MedAdapt Ltd.	26	38	37	29	21	32	30	18	231
People Working Cooperatively, Inc.	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	22	21	19	12	8	22	10	8	122
Tri-State Maintenance	28	32	17	5	13	15	5	11	126
Total Billable Units	86	100	84	60	53	76	57	53	569

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
American Ramp Systems	0	0	0	0	0	0	1.75%	3.77%
Arrow Heating Cooling and Home Maintenance, LLC	0	0	2.38%	3.33%	5.66%	0	8.77%	7.55%
Custom Home Elevator & Lift Co. Inc.	2.33%	4.00%	5.95%	8.33%	3.77%	2.63%	3.51%	3.77%
Home First	6.98%	3.00%	3.57%	11.67%	11.32%	3.95%	3.51%	13.21%
HomeCare Mattress Inc.	0	2.00%	1.19%	0	0	2.63%	3.51%	1.89%
MedAdapt Ltd.	30.23%	38.00%	44.05%	48.33%	39.62%	42.11%	52.63%	33.96%
People Working Cooperatively, Inc.	2.33%	0	0	0	0	0	0	0
Stateline Medical Equipment	25.58%	21.00%	22.62%	20.00%	15.09%	28.95%	17.54%	15.09%
Tri-State Maintenance	32.56%	32.00%	20.24%	8.33%	24.53%	19.74%	8.77%	20.75%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	1	2	2
Arrow Heating Cooling and Home Maintenance, LLC	0	0	2	2	3	0	5	4	3
Custom Home Elevator & Lift Co. Inc.	2	4	5	5	2	2	2	2	3
Home First	6	2	3	7	6	3	2	6	4
HomeCare Mattress Inc.	0	2	1	0	0	2	2	1	2
MedAdapt Ltd.	25	37	35	27	21	30	28	18	28
People Working Cooperatively, Inc.	2	0	0	0	0	0	0	0	2
Stateline Medical Equipment	22	20	19	12	8	22	10	8	15
Tri-State Maintenance	27	32	17	5	13	15	5	11	16
Total Distinct Clients Served	84	97	82	58	53	74	55	52	10

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	94	4	0	0	0	0	0	0	98
Oxford Senior Citizens, Inc.	5	9	7	11	16	8	4	5	64
Partners in Prime	1,068	1,122	997	903	1,063	1,049	1,157	1,162	8,520
Total Billable Units	1,167	1,135	1,004	914	1,078	1,057	1,161	1,167	8,682

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	8.08%	0.31%	0	0	0	0	0	0
Oxford Senior Citizens, Inc.	0.43%	0.77%	0.72%	1.23%	1.44%	0.73%	0.32%	0.41%
Partners in Prime	91.50%	98.92%	99.28%	98.77%	98.56%	99.27%	99.68%	99.59%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	64	10	0	0	0	0	0	0	37
Oxford Senior Citizens, Inc.	2	2	4	4	6	5	2	3	4
Partners in Prime	207	255	240	232	241	229	238	248	236
Total Distinct Clients Served	273	267	244	236	247	234	240	251	111



Provider Quality Report: Service Metrics
Butler County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	2	9	7	2	0	3	3	4	30
Total Billable Units	2	9	7	2	0	3	3	4	30

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	2	9	7	2	0	3	3	4	4
Total Distinct Clients Served	2	9	7	2	0	3	3	4	4

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	27	28	20	7	0	0	0	0	82
Milts Termite & Pest Control	4	21	47	49	31	26	34	33	245
Total Billable Units	31	49	67	56	31	26	34	33	327

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
All Gone Termite & Pest Control, Inc.	87.10%	57.14%	29.85%	12.50%	0	0	0	0
Milts Termite & Pest Control	12.90%	42.86%	70.15%	87.50%	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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	13	12	10	3	0	0	0	0	10
Milts Termite & Pest Control	3	10	21	20	17	14	15	15	14
Total Distinct Clients Served	16	22	31	23	17	14	15	15	13

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	781	153	0	0	0	0	0	0	934
Kemper Shuttle Services	175	138	29	22	46	24	33	16	483
Meda-Care Transportation, Inc.	476	677	816	896	638	737	764	825	5,829
Oxford Senior Citizens, Inc.	17	17	8	3	6	4	4	10	69
Partners in Prime	450	796	992	967	997	991	940	727	6,860
Transport-U Transportation, LLC	162	225	258	241	245	249	187	163	1,730
Universal Transportation Systems	322	330	229	41	0	0	0	0	922
Valley Transport LLC	259	723	934	808	763	618	737	546	5,388
Warren County Community Service	139	164	166	171	191	137	126	183	1,277
Total Billable Units	2,781	3,223	3,432	3,149	2,886	2,760	2,791	2,470	23,492

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	28.08%	4.75%	0	0	0	0	0	0
Kemper Shuttle Services	6.29%	4.28%	0.84%	0.70%	1.59%	0.87%	1.18%	0.65%
Meda-Care Transportation, Inc.	17.12%	21.01%	23.78%	28.45%	22.11%	26.70%	27.37%	33.40%
Oxford Senior Citizens, Inc.	0.61%	0.53%	0.23%	0.10%	0.21%	0.14%	0.14%	0.40%
Partners in Prime	16.18%	24.70%	28.90%	30.71%	34.55%	35.91%	33.68%	29.43%
Transport-U Transportation, LLC	5.83%	6.98%	7.52%	7.65%	8.49%	9.02%	6.70%	6.60%
Universal Transportation Systems	11.58%	10.24%	6.67%	1.30%	0	0	0	0
Valley Transport LLC	9.31%	22.43%	27.21%	25.66%	26.44%	22.39%	26.41%	22.11%
Warren County Community Service	5.00%	5.09%	4.84%	5.43%	6.62%	4.96%	4.51%	7.41%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	83	41	0	0	0	0	0	0	62
Kemper Shuttle Services	6	9	6	8	6	4	6	3	6
Meda-Care Transportation, Inc.	43	49	59	66	60	61	60	60	57
Oxford Senior Citizens, Inc.	7	5	4	2	2	2	1	3	3
Partners in Prime	64	105	97	98	95	90	86	76	89
Transport-U Transportation, LLC	15	23	19	18	19	19	17	16	18
Universal Transportation Systems	33	34	26	5	0	0	0	0	25
Valley Transport LLC	23	73	65	69	72	73	73	59	63
Warren County Community Service	18	28	19	23	18	20	13	18	20
Total Distinct Clients Served	292	367	295	289	272	269	256	235	37

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	1	2	1	1	1	1	1	0
A Miracle Home Care	126	153	160	176	194	193	227	253
Always There Healthcare LLC	1	1	0	0	0	0	0	0
Assisted Care by Black Stone of CIN	15	16	14	13	5	10	5	10
Comfort and Care Home Health Agency, Inc.	3	6	3	5	3	3	6	3
Interim HomeStyles of Greater Cincinnati, Inc.	47	38	45	31	46	32	43	53
LCD Home Health Agency	0	0	0	0	0	2	2	1
Nova Home Care	8	10	6	8	6	6	6	3
Prime Home Care, LLC	4	1	2	0	0	0	3	0
Quality Care	4	2	2	1	4	0	0	0
SH of Southern Ohio LLC	51	59	49	55	53	63	73	71
Superior Home Care, Inc.	1	2	2	1	1	0	1	0

Home Delivered Meals								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	179	52	0	0	1	0	0	0
Mayerson JCC (Jewish Community Center)	0	0	4	25	60	55	65	55
Meals on Wheels of SW Ohio and Northern Kentucky	126	183	210	269	223	271	255	266
Oxford Senior Citizens, Inc.	17	14	13	18	18	20	19	14
Partners in Prime	145	203	209	181	181	204	197	203
Warren County Community Service	101	143	164	164	178	179	178	157

Medical Transportation								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	48	16	0	0	0	0	0	0
Kemper Shuttle Services	1	5	7	3	6	6	5	2
Meda-Care Transportation, Inc.	22	30	33	26	36	42	47	34
Oxford Senior Citizens, Inc.	3	2	3	3	4	3	3	1
Partners in Prime	35	42	41	47	48	47	47	56
Transport-U Transportation, LLC	8	7	12	8	11	5	9	8
Universal Transportation Systems	25	17	20	1	0	0	0	0
Valley Transport LLC	12	19	26	33	25	33	37	39
Warren County Community Service	10	5	13	13	17	16	10	15

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	80.0%	100.0%	100.0%	90.0%	90.0%	100.0%	100.0%	No Data
A Miracle Home Care	93.6%	94.5%	95.2%	97.5%	97.3%	98.1%	97.3%	98.5%
Always There Healthcare LLC	70.0%	30.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	89.7%	100.0%	90.8%	94.8%	90.5%	100.0%	95.5%	97.8%
Comfort and Care Home Health Agency, Inc.	66.7%	59.5%	86.7%	39.7%	100.0%	86.7%	73.3%	80.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.9%	96.7%	96.1%	98.1%	95.5%	98.6%	97.3%	95.6%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	0.0%
Nova Home Care	100.0%	84.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	93.3%	60.0%	55.0%	No Data	No Data	No Data	80.0%	No Data
Quality Care	89.2%	100.0%	100.0%	100.0%	93.3%	No Data	No Data	No Data
SH of Southern Ohio LLC	93.3%	86.7%	94.0%	86.4%	85.6%	95.7%	79.1%	94.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	No Data

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	90.5%	94.0%	95.6%	97.4%	99.4%	98.1%	98.4%	99.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	90.9%	100.0%	100.0%	83.3%	75.0%	100.0%	100.0%	87.5%
Comfort and Care Home Health Agency, Inc.	66.7%	60.0%	66.7%	66.7%	100.0%	100.0%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	94.7%	90.0%	97.4%	100.0%	97.3%	100.0%	96.9%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.9%	86.0%	92.1%	87.8%	85.7%	96.1%	69.0%	94.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	88.6%	94.7%	93.3%	98.7%	98.9%	100.0%	99.0%	100.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	90.0%	100.0%	60.0%	81.8%	75.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	60.0%	66.7%	50.0%	100.0%	100.0%	83.3%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	97.3%	96.8%	92.1%	96.4%	92.5%	100.0%	97.2%	97.5%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	77.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	97.5%	81.6%	97.4%	91.5%	86.4%	94.4%	72.6%	95.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	92.1%	86.3%	91.1%	90.9%	90.6%	95.8%	94.6%	96.8%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	33.3%	66.7%	40.0%	100.0%	66.7%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	100.0%	95.6%	93.3%	97.8%	100.0%	97.7%	96.2%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	70.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	No Data	No Data	No Data	66.7%	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	92.2%	79.7%	87.2%	77.8%	77.6%	91.9%	71.0%	92.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data

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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	96.0%	97.4%	98.8%	99.4%	100.0%	99.0%	99.1%	99.2%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	100.0%	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	97.7%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	96.1%	96.6%	97.9%	92.6%	93.9%	100.0%	88.9%	98.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	96.8%	96.7%	98.8%	99.4%	97.9%	98.4%	98.2%	98.4%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	97.6%	96.2%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	92.2%	96.5%	95.7%	88.9%	91.7%	98.4%	87.5%	98.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	97.6%	95.4%	96.2%	98.3%	95.9%	97.4%	96.9%	97.6%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	92.9%	91.7%	100.0%	100.0%	80.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	66.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	95.6%	100.0%	97.8%	100.0%	97.7%	94.3%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
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%	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.1%	91.4%	97.9%	87.0%	89.8%	96.8%	88.7%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	96.0%	95.4%	95.6%	98.9%	97.9%	97.4%	97.3%	98.8%
Always There Healthcare LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	83.3%	100.0%	40.0%	100.0%	100.0%	83.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	96.2%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	50.0%	No Data	No Data	No Data	100.0%	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	94.1%	94.8%	97.9%	90.7%	93.9%	98.4%	88.9%	97.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	No Data	No Data	100.0%	100.0%	No Data
A Miracle Home Care	88.7%	95.1%	94.5%	98.6%	99.4%	99.3%	98.9%	99.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	63.6%	100.0%	62.5%	100.0%	75.0%	100.0%	75.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	25.0%	66.7%	No Data	100.0%	66.7%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	82.4%	85.2%	82.9%	90.9%	80.0%	85.7%	92.9%	90.9%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	88.9%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	33.3%	No Data	50.0%	No Data	No Data	No Data	66.7%	No Data
Quality Care	66.7%	100.0%	100.0%	100.0%	33.3%	No Data	No Data	No Data
SH of Southern Ohio LLC	91.9%	71.1%	90.5%	81.0%	80.0%	88.9%	69.5%	89.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	No Data	No Data	100.0%	No Data

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	95.2%	94.1%	93.8%	96.6%	96.4%	97.4%	94.3%	96.8%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%
Comfort and Care Home Health Agency, Inc.	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	94.7%	97.8%	100.0%	97.8%	100.0%	95.3%	92.5%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	No Data	No Data	No Data	66.7%	No Data
Quality Care	75.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	88.2%	82.8%	89.4%	81.5%	82.0%	93.5%	76.4%	89.9%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

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%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	94.4%	95.4%	94.3%	96.6%	96.4%	98.4%	96.0%	98.4%
Always There Healthcare LLC	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	93.3%	100.0%	92.9%	90.9%	80.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	66.7%	33.3%	100.0%	40.0%	100.0%	66.7%	66.7%	66.7%
Interim HomeStyles of Greater Cincinnati, Inc.	95.6%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	92.5%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data
Nova Home Care	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	50.0%	No Data	No Data	No Data	66.7%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data
SH of Southern Ohio LLC	92.0%	86.2%	93.6%	84.9%	75.5%	98.4%	78.9%	97.1%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data

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								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	91.4%	87.1%	No Data	No Data	62.5%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	90.6%	100.0%	97.8%	97.9%	98.5%	99.8%
Meals on Wheels of SW Ohio and Northern Kentucky	96.0%	97.5%	97.3%	98.7%	97.6%	98.1%	98.7%	99.0%
Oxford Senior Citizens, Inc.	97.8%	91.1%	99.0%	96.2%	94.9%	99.3%	100.0%	97.3%
Partners in Prime	98.5%	97.4%	95.8%	98.7%	96.8%	98.0%	98.4%	99.0%
Warren County Community Service	95.9%	97.8%	96.8%	97.7%	98.2%	98.7%	98.9%	98.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	92.9%	86.1%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	75.0%	100.0%	98.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	98.8%	99.5%	99.6%	99.5%	98.8%	99.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	98.8%	97.6%	99.3%	99.3%	99.4%	98.7%	98.2%
Warren County Community Service	98.6%	97.3%	98.4%	100.0%	100.0%	100.0%	99.3%	99.2%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	86.6%	80.8%	No Data	No Data	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	100.0%	100.0%	98.3%	94.5%	98.5%	98.1%
Meals on Wheels of SW Ohio and Northern Kentucky	93.6%	94.0%	94.3%	97.8%	95.5%	97.0%	99.2%	98.1%
Oxford Senior Citizens, Inc.	94.1%	85.7%	100.0%	93.8%	88.9%	100.0%	100.0%	100.0%
Partners in Prime	97.9%	95.6%	93.8%	98.3%	94.4%	96.5%	97.4%	99.0%
Warren County Community Service	92.1%	96.5%	94.5%	95.7%	96.6%	97.8%	98.3%	96.8%

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

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	96.6%	98.1%	No Data	No Data	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.2%	100.0%	99.5%	99.3%	97.7%	99.6%	99.6%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.5%	99.5%
Warren County Community Service	100.0%	100.0%	100.0%	99.4%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	88.2%	85.3%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	100.0%	100.0%	98.1%	98.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.3%	99.4%	100.0%	100.0%	99.0%	99.2%	99.1%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	98.2%	98.7%	98.8%	100.0%	99.4%	100.0%	99.4%	99.4%
Warren County Community Service	97.0%	98.1%	99.2%	100.0%	100.0%	99.3%	99.3%	99.2%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	97.2%	92.3%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	100.0%	100.0%	100.0%	98.2%	98.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.8%	98.9%	99.0%	99.6%	100.0%	98.5%	100.0%	99.6%
Oxford Senior Citizens, Inc.	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	92.9%
Partners in Prime	99.3%	99.0%	97.1%	99.4%	98.3%	98.5%	98.5%	100.0%
Warren County Community Service	98.0%	98.6%	98.8%	99.4%	99.4%	100.0%	99.4%	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

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	86.5%	80.8%	No Data	No Data	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	100.0%	100.0%	93.3%	94.5%	93.8%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	92.9%	95.6%	93.8%	97.0%	93.7%	95.2%	95.2%	96.2%
Oxford Senior Citizens, Inc.	94.1%	85.7%	100.0%	81.3%	81.3%	94.7%	100.0%	85.7%
Partners in Prime	95.1%	92.6%	89.4%	95.0%	91.0%	94.1%	96.4%	97.0%
Warren County Community Service	88.1%	93.0%	91.4%	92.1%	93.2%	95.0%	97.7%	94.3%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	92.7%	88.5%	No Data	No Data	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	75.0%	100.0%	96.7%	100.0%	98.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	97.6%	95.6%	94.8%	97.8%	98.2%	97.8%	98.0%	98.9%
Oxford Senior Citizens, Inc.	94.1%	85.7%	92.3%	100.0%	94.4%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	97.0%	95.7%	97.8%	95.6%	97.0%	99.0%	100.0%
Warren County Community Service	98.0%	99.3%	95.7%	96.3%	97.2%	98.9%	98.3%	99.4%

Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	90.5%	84.6%	No Data	No Data	100.0%	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	75.0%	100.0%	98.3%	98.2%	98.5%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	93.6%	97.8%	97.1%	98.5%	97.3%	98.5%	99.2%	98.9%
Oxford Senior Citizens, Inc.	100.0%	85.7%	100.0%	94.4%	94.4%	100.0%	100.0%	100.0%
Partners in Prime	98.6%	97.5%	94.7%	99.4%	96.7%	98.0%	98.5%	99.0%
Warren County Community Service	95.0%	99.3%	96.3%	98.8%	98.9%	98.9%	98.9%	98.7%

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								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	99.2%	97.5%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	90.0%	94.0%	97.1%	90.0%	88.0%	96.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.5%	98.3%	96.7%	97.7%	98.1%	98.8%	98.8%	98.4%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	98.3%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	94.7%	75.1%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	95.0%	95.0%	93.5%	90.9%	95.5%	99.3%	95.0%	96.4%
Warren County Community Service	99.0%	96.0%	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	95.8%	93.8%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	80.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.2%	96.7%	97.0%	100.0%	100.0%	100.0%	95.3%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	88.2%	57.9%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	91.7%	88.9%	88.5%	84.4%	95.5%	100.0%	94.1%	94.3%
Warren County Community Service	100.0%	80.0%	84.6%	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%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.0%	96.0%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	94.7%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	93.8%	95.5%	100.0%	100.0%	97.2%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.0%	96.2%	96.8%	97.6%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	100.0%	89.5%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	96.2%	90.6%	95.5%	100.0%	97.1%	97.2%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.7%	97.0%	96.2%	96.8%	97.6%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	100.0%	89.5%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	96.2%	90.6%	95.5%	100.0%	97.1%	97.2%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	100.0%	85.7%	66.7%	100.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.7%	97.0%	100.0%	96.8%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	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%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	68.4%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	91.7%	88.9%	88.5%	90.6%	90.9%	100.0%	97.1%	100.0%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.0%	100.0%	100.0%	97.6%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	83.3%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	94.4%	100.0%	96.9%	95.5%	100.0%	97.1%	100.0%
Warren County Community Service	90.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	93.8%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.7%	96.9%	100.0%	100.0%	97.6%	97.7%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	88.2%	73.7%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	94.4%	92.3%	90.6%	100.0%	96.7%	97.1%	97.2%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	97.8%	93.8%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	93.9%	96.2%	90.3%	97.6%	95.3%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	84.0%	88.2%	52.6%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	83.3%	94.4%	76.9%	87.5%	95.5%	96.8%	88.2%	88.9%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	80.0%	80.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	97.0%	92.3%	100.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.0%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	100.0%	88.9%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	91.7%	100.0%	100.0%	96.9%	95.5%	100.0%	94.1%	97.2%
Warren County Community Service	100.0%	100.0%	84.6%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	97.9%	93.8%	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	80.0%	85.7%	66.7%	80.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	96.7%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.1%
Transport-U Transportation, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	96.0%	82.4%	52.6%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	91.7%	88.9%	96.2%	87.1%	95.5%	100.0%	88.2%	94.4%
Warren County Community Service	100.0%	80.0%	84.6%	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 26,949 SASIs collected over a two year period from April 1, 2023 through March 31st 2025 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 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