



Butler County



Provider Quality Report

Quarter 3, 2023

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Provider Quality Report: Introduction

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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. - 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 Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.

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: Provider Activity

Butler County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
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	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

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	94	93	65	252
Otterbein Lebanon Adult Day Service	0	0	0	0	91	161	144	117	512
Oxford Senior Citizens, Inc.	78	66	60	128	206	279	318	347	1,481
Total Billable Units	78	66	60	128	297	534	554	529	2,245

Market Share									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	17.62%	16.79%	12.29%	
Otterbein Lebanon Adult Day Service	0	0	0	0	30.52%	30.18%	25.90%	22.12%	
Oxford Senior Citizens, Inc.	100.00%	100.00%	100.00%	100.00%	69.48%	52.20%	57.31%	65.60%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	0	3	4	5	4
Otterbein Lebanon Adult Day Service	0	0	0	0	4	8	7	6	6
Oxford Senior Citizens, Inc.	3	3	3	8	10	12	14	16	9
Total Distinct Clients Served	3	3	3	8	14	23	25	27	7

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Acumen Fiscal Agent	12,381	12,173	11,070	0	0	0	0	0	35,623
Palco, Inc.	0	0	0	11,746	10,536	16,041	15,178	19,616	73,116
Total Billable Units	12,381	12,173	11,070	11,746	10,536	16,041	15,178	19,616	108,740

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	0	0	0	0	0
Palco, Inc.	0	0	0	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	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	150	144	148	0	0	0	0	0	147
Palco, Inc.	0	0	0	124	143	163	185	227	168
Total Distinct Clients Served	150	144	148	124	143	163	185	227	161

Provider Quality Report: Service Metrics

Butler County ESP

Home Care Assistance

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
A Best Home Care, Inc.	0	4	43	41	61	107	113	72	441
A Miracle Home Care	9,001	8,923	9,206	9,428	10,252	10,369	11,265	13,660	82,103
Always There Healthcare LLC	23	29	81	58	31	0	0	0	221
Assisted Care by Black Stone of CIN	2,556	1,704	1,602	1,508	1,326	1,474	1,233	1,376	12,779
Comfort and Care Home Health Agency, Inc.	337	266	328	177	56	39	99	118	1,418
Helping Hands Private Duty Homecare	5,900	4,229	4,039	1,114	0	0	0	0	15,282
Interim HomeStyles of Greater Cincinnati, Inc.	3,918	4,007	3,335	3,262	3,236	3,368	2,525	2,897	26,548
Nova Home Care	810	585	771	613	721	741	803	695	5,738
Prime Home Care, LLC	315	197	171	219	239	184	123	133	1,579
Quality Care	419	186	191	176	136	125	94	59	1,385
SH of Southern Ohio LLC	580	913	1,406	2,408	3,470	3,373	3,929	3,669	19,747
Superior Home Care, Inc.	0	0	0	38	146	128	113	55	479
Total Billable Units	23,859	21,041	21,172	19,038	19,673	19,907	20,297	22,733	167,719

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	0	0.02%	0.20%	0.21%	0.31%	0.54%	0.56%	0.32%
A Miracle Home Care	37.73%	42.41%	43.48%	49.52%	52.11%	52.09%	55.50%	60.09%
Always There Healthcare LLC	0.10%	0.14%	0.38%	0.30%	0.16%	0	0	0
Assisted Care by Black Stone of CIN	10.71%	8.10%	7.57%	7.92%	6.74%	7.40%	6.08%	6.05%
Comfort and Care Home Health Agency, Inc.	1.41%	1.26%	1.55%	0.93%	0.28%	0.19%	0.49%	0.52%
Helping Hands Private Duty Homecare	24.73%	20.10%	19.08%	5.85%	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	16.42%	19.04%	15.75%	17.13%	16.45%	16.92%	12.44%	12.74%
Nova Home Care	3.39%	2.78%	3.64%	3.22%	3.67%	3.72%	3.96%	3.06%
Prime Home Care, LLC	1.32%	0.93%	0.81%	1.15%	1.21%	0.93%	0.60%	0.58%
Quality Care	1.75%	0.88%	0.90%	0.92%	0.69%	0.63%	0.46%	0.26%
SH of Southern Ohio LLC	2.43%	4.34%	6.64%	12.65%	17.64%	16.94%	19.36%	16.14%
Superior Home Care, Inc.	0	0	0	0.20%	0.74%	0.64%	0.56%	0.24%
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	1	1	1	1	3	2	1	1
A Miracle Home Care	306	301	289	311	311	308	333	417	322
Always There Healthcare LLC	2	3	4	3	1	0	0	0	3
Assisted Care by Black Stone of CIN	72	53	47	44	42	40	35	34	46
Comfort and Care Home Health Agency, Inc.	31	26	21	16	7	10	20	11	18
Helping Hands Private Duty Homecare	255	221	168	151	0	0	0	0	199
Interim HomeStyles of Greater Cincinnati, Inc.	140	143	128	116	108	104	96	93	116
Nova Home Care	43	34	32	26	28	27	29	22	30
Prime Home Care, LLC	10	7	8	8	7	6	5	5	7
Quality Care	38	22	19	11	7	6	4	5	14
SH of Southern Ohio LLC	20	53	71	149	142	142	149	151	110
Superior Home Care, Inc.	0	0	0	4	5	4	4	3	4
Total Distinct Clients Served	917	864	788	840	659	650	677	742	72

Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	6,936	7,022	6,871	6,900	6,732	5,663	7,634	6,332	54,089
Total Billable Units	6,936	7,022	6,871	6,900	6,732	5,663	7,634	6,332	54,089

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

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,205	2,132	2,093	2,033	1,992	1,926	1,916	1,819	2,015
Total Distinct Clients Served	2,205	2,132	2,093	2,033	1,992	1,926	1,916	1,819	2,015

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
Central Connections	30,251	30,024	29,599	30,892	32,351	32,427	32,466	7,411	225,421
Meals on Wheels of SW Ohio and Northern Kentucky	19,426	17,538	18,335	16,477	18,383	20,388	21,802	31,373	163,722
Oxford Senior Citizens, Inc.	3,055	3,180	3,230	3,044	2,582	2,459	2,452	2,401	22,403
Partners in Prime	30,149	26,736	26,394	27,288	25,349	26,361	27,280	34,089	223,646
Warren County Community Service	15,498	16,170	18,759	19,093	20,906	19,648	18,529	27,038	155,641
Total Billable Units	98,379	93,648	96,317	96,794	99,571	101,283	102,529	102,312	790,833

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Central Connections	30.75%	32.06%	30.73%	31.92%	32.49%	32.02%	31.67%	7.24%
Meals on Wheels of SW Ohio and Northern Kentucky	19.75%	18.73%	19.04%	17.02%	18.46%	20.13%	21.26%	30.66%
Oxford Senior Citizens, Inc.	3.11%	3.40%	3.35%	3.14%	2.59%	2.43%	2.39%	2.35%
Partners in Prime	30.65%	28.55%	27.40%	28.19%	25.46%	26.03%	26.61%	33.32%
Warren County Community Service	15.75%	17.27%	19.48%	19.73%	21.00%	19.40%	18.07%	26.43%
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
Central Connections	465	459	470	517	518	532	540	446	493
Meals on Wheels of SW Ohio and Northern Kentucky	311	297	296	275	309	344	381	611	353
Oxford Senior Citizens, Inc.	55	57	56	51	45	48	45	44	50
Partners in Prime	455	418	404	427	412	427	436	586	446
Warren County Community Service	250	286	312	314	315	306	300	497	323
Total Distinct Clients Served	1,536	1,517	1,538	1,584	1,599	1,657	1,702	2,184	333

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
American Ramp Systems	52	46	48	41	35	44	53	55	374
Bernens Medical	111	119	110	142	135	154	120	129	1,020
Home First	3	2	2	1	2	1	2	2	15
Mullaney's Pharmacy & Home Health Care	29	36	42	46	35	53	55	42	338
Stateline Medical Equipment	13	6	7	17	2	4	5	9	63
Total Billable Units	208	209	209	247	209	256	235	237	1,810

Market Share								
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
American Ramp Systems	25.00%	22.01%	22.97%	16.60%	16.75%	17.19%	22.55%	23.21%
Bernens Medical	53.37%	56.94%	52.63%	57.49%	64.59%	60.16%	51.06%	54.43%
Home First	1.44%	0.96%	0.96%	0.40%	0.96%	0.39%	0.85%	0.84%
Mullaney's Pharmacy & Home Health Care	13.94%	17.22%	20.10%	18.62%	16.75%	20.70%	23.40%	17.72%
Stateline Medical Equipment	6.25%	2.87%	3.35%	6.88%	0.96%	1.56%	2.13%	3.80%
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
American Ramp Systems	18	18	20	17	15	20	22	23	19
Bernens Medical	76	77	76	101	88	93	83	81	84
Home First	3	2	2	1	2	1	2	2	2
Mullaney's Pharmacy & Home Health Care	22	29	34	32	30	45	42	36	34
Stateline Medical Equipment	5	6	7	17	2	4	5	9	7
Total Distinct Clients Served	124	132	139	168	137	163	154	151	29

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	2	4	3	3	3	2	2	4	23
Home First	25	9	9	3	3	4	6	3	62
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	11	17	15	22	22	35	26	38	186
People Working Cooperatively, Inc.	1	2	2	0	4	2	2	0	13
Stateline Medical Equipment	27	19	17	33	17	23	22	21	179
Tri-State Maintenance	19	18	15	25	27	26	28	32	190
Total Billable Units	85	69	61	86	76	92	86	100	655

Market Share									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Custom Home Elevator & Lift Co. Inc.	2.35%	5.80%	4.92%	3.49%	3.95%	2.17%	2.33%	4.00%	
Home First	29.41%	13.04%	14.75%	3.49%	3.95%	4.35%	6.98%	3.00%	
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2.00%	
MedAdapt Ltd.	12.94%	24.64%	24.59%	25.58%	28.95%	38.04%	30.23%	38.00%	
People Working Cooperatively, Inc.	1.18%	2.90%	3.28%	0	5.26%	2.17%	2.33%	0	
Stateline Medical Equipment	31.76%	27.54%	27.87%	38.37%	22.37%	25.00%	25.58%	21.00%	
Tri-State Maintenance	22.35%	26.09%	24.59%	29.07%	35.53%	28.26%	32.56%	32.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	2	4	3	3	3	2	2	4	3
Home First	21	9	9	3	3	4	6	2	7
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	10	16	14	21	21	34	25	37	22
People Working Cooperatively, Inc.	1	2	2	0	3	2	2	0	2
Stateline Medical Equipment	27	18	17	32	17	23	22	20	22
Tri-State Maintenance	17	15	15	24	26	22	27	32	22
Total Distinct Clients Served	78	64	60	83	73	87	84	97	13

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Central Connections	101	81	159	115	154	103	94	4	810
Oxford Senior Citizens, Inc.	0	0	0	2	0	0	5	9	16
Partners in Prime	1,155	1,034	990	982	1,105	997	1,068	1,122	8,453
Total Billable Units	1,256	1,115	1,149	1,099	1,259	1,100	1,167	1,135	9,279

Market Share									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Central Connections	8.02%	7.25%	13.82%	10.48%	12.21%	9.34%	8.08%	0.31%	
Oxford Senior Citizens, Inc.	0	0	0	0.16%	0	0	0.43%	0.77%	
Partners in Prime	91.98%	92.75%	86.18%	89.36%	87.79%	90.66%	91.50%	98.92%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Central Connections	40	39	62	66	70	66	64	10	52
Oxford Senior Citizens, Inc.	0	0	0	1	0	0	2	2	2
Partners in Prime	250	219	216	214	204	210	207	255	222
Total Distinct Clients Served	290	258	278	281	274	276	273	267	116

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	1	2	7	6	8	1	2	9	36
Total Billable Units	1	2	7	6	8	1	2	9	36

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

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	1	2	7	6	8	1	2	9	5
Total Distinct Clients Served	1	2	7	6	8	1	2	9	5

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	36	22	32	20	30	28	27	28	223
Milt's Termite & Pest Control	17	17	20	25	28	9	4	21	141
Total Billable Units	53	39	52	45	58	37	31	49	364

Market Share								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	67.92%	56.41%	61.54%	44.44%	51.72%	75.68%	87.10%	57.14%
Milt's Termite & Pest Control	32.08%	43.59%	38.46%	55.56%	48.28%	24.32%	12.90%	42.86%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2022	2022	2022	2022	2023	2023	2023	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	15	11	14	11	12	11	13	12	12
Milt's Termite & Pest Control	8	8	12	11	13	3	3	10	9
Total Distinct Clients Served	23	19	26	22	25	14	16	22	10

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Total Billable Units
Central Connections	897	986	914	986	1,005	760	781	153	6,482
Kemper Shuttle Services	191	197	120	109	53	54	175	138	1,037
Meda-Care Transportation, Inc.	353	330	294	313	386	357	476	677	3,186
Oxford Senior Citizens, Inc.	0	0	6	3	12	12	17	17	67
Partners in Prime	310	266	344	452	385	396	450	796	3,399
Transport-U Transportation, LLC	42	80	130	168	165	144	162	225	1,116
Universal Transportation Systems	504	275	551	308	236	276	322	330	2,802
Valley Transport LLC	129	169	201	255	324	322	259	723	2,382
Warren County Community Service	53	57	74	102	115	141	139	164	845
Total Billable Units	2,479	2,360	2,634	2,696	2,681	2,462	2,781	3,223	21,316

Market Share									
Provider Name	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	
Central Connections	36.18%	41.78%	34.70%	36.57%	37.49%	30.87%	28.08%	4.75%	
Kemper Shuttle Services	7.70%	8.35%	4.56%	4.04%	1.98%	2.19%	6.29%	4.28%	
Meda-Care Transportation, Inc.	14.24%	13.98%	11.16%	11.61%	14.40%	14.50%	17.12%	21.01%	
Oxford Senior Citizens, Inc.	0	0	0.23%	0.11%	0.45%	0.49%	0.61%	0.53%	
Partners in Prime	12.51%	11.27%	13.06%	16.77%	14.36%	16.08%	16.18%	24.70%	
Transport-U Transportation, LLC	1.69%	3.39%	4.94%	6.23%	6.15%	5.85%	5.83%	6.98%	
Universal Transportation Systems	20.33%	11.65%	20.92%	11.42%	8.80%	11.21%	11.58%	10.24%	
Valley Transport LLC	5.20%	7.16%	7.63%	9.46%	12.09%	13.08%	9.31%	22.43%	
Warren County Community Service	2.14%	2.42%	2.81%	3.78%	4.29%	5.73%	5.00%	5.09%	
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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	Avg. Distinct Clients Served
Central Connections	107	109	98	106	108	87	83	41	92
Kemper Shuttle Services	11	6	11	7	5	4	6	9	7
Meda-Care Transportation, Inc.	45	39	42	41	37	44	43	49	43
Oxford Senior Citizens, Inc.	0	0	1	2	4	4	7	5	4
Partners in Prime	38	31	33	46	47	54	64	105	52
Transport-U Transportation, LLC	12	9	14	17	13	16	15	23	15
Universal Transportation Systems	60	45	48	44	37	37	33	34	42
Valley Transport LLC	24	22	19	26	26	27	23	73	30
Warren County Community Service	7	10	13	13	13	16	18	28	15
Total Distinct Clients Served	304	271	279	302	290	289	292	367	34

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0	1	0	1	0	1	1	2
A Miracle Home Care	96	108	103	100	127	114	126	153
Always There Healthcare LLC	1	0	3	1	2	0	1	1
Assisted Care by Black Stone of CIN	22	29	21	20	15	21	15	16
Comfort and Care Home Health Agency, Inc.	10	12	9	9	4	1	3	6
Helping Hands Private Duty Homecare	88	86	53	23	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	63	55	49	39	57	37	47	38
Nova Home Care	12	11	6	12	7	16	8	10
Prime Home Care, LLC	6	1	2	1	5	0	4	1
Quality Care	10	8	5	6	4	2	4	2
SH of Southern Ohio LLC	4	13	15	34	43	51	51	59
Superior Home Care, Inc.	0	0	0	1	2	2	1	2

Home Delivered Meals								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	142	158	131	151	167	196	179	52
Meals on Wheels of SW Ohio and Northern Kentucky	93	104	91	87	106	127	126	183
Oxford Senior Citizens, Inc.	10	23	10	18	9	14	17	14
Partners in Prime	163	150	149	137	149	153	145	203
Warren County Community Service	85	71	90	96	104	106	101	143

Medical Transportation								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	54	66	57	53	54	56	48	16
Kemper Shuttle Services	0	5	6	7	5	3	1	5
Meda-Care Transportation, Inc.	27	24	25	18	27	28	22	30
Oxford Senior Citizens, Inc.	0	0	0	1	1	3	3	2
Partners in Prime	24	28	19	23	29	20	35	42
Transport-U Transportation, LLC	0	5	4	6	10	7	8	7
Universal Transportation Systems	48	40	24	30	31	30	25	17
Valley Transport LLC	0	7	10	5	14	12	12	19
Warren County Community Service	6	5	2	4	7	9	10	5

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	80.0%	80.0%	100.0%
A Miracle Home Care	90.0%	91.1%	91.7%	92.3%	91.3%	96.1%	93.6%	94.5%
Always There Healthcare LLC	60.0%	No Data	100.0%	100.0%	100.0%	No Data	70.0%	30.0%
Assisted Care by Black Stone of CIN	83.4%	95.4%	97.8%	99.4%	90.7%	100.0%	89.7%	100.0%
Comfort and Care Home Health Agency, Inc.	89.0%	80.0%	69.6%	52.5%	67.5%	100.0%	66.7%	59.5%
Helping Hands Private Duty Homecare	91.6%	91.9%	93.1%	77.1%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.8%	96.6%	95.1%	93.0%	91.7%	98.5%	95.9%	96.7%
Nova Home Care	87.3%	94.3%	91.7%	75.8%	93.8%	77.8%	100.0%	84.7%
Prime Home Care, LLC	100.0%	90.0%	100.0%	100.0%	88.0%	No Data	93.3%	60.0%
Quality Care	80.3%	80.9%	87.5%	61.2%	89.2%	80.0%	89.2%	100.0%
SH of Southern Ohio LLC	97.5%	93.4%	85.9%	88.7%	95.7%	94.4%	93.3%	86.7%
Superior Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 5.4%	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Provider Name								
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	91.5%	89.4%	88.6%	89.8%	93.5%	97.9%	90.5%	94.0%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	83.3%	92.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	75.0%	77.8%	66.7%	75.0%	100.0%	66.7%	60.0%
Helping Hands Private Duty Homecare	94.3%	93.1%	97.9%	73.7%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	97.8%	92.9%	94.3%	91.7%	100.0%	94.7%	90.0%
Nova Home Care	90.9%	100.0%	100.0%	83.3%	100.0%	75.0%	100.0%	80.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	87.5%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	90.9%	81.8%	84.6%	92.9%	95.2%	94.9%	86.0%
Superior Home Care, Inc.	No Data	No Data	No Data	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

Home Care Assistance SASI Scores

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 6.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	89.9%	90.9%	89.0%	87.5%	90.7%	95.9%	88.6%	94.7%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	77.8%	88.9%	94.4%	94.1%	100.0%	100.0%	90.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	66.7%	62.5%	66.7%	75.0%	100.0%	66.7%	60.0%
Helping Hands Private Duty Homecare	93.6%	91.0%	96.1%	80.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.6%	96.0%	95.5%	91.4%	87.2%	96.8%	97.3%	96.8%
Nova Home Care	90.9%	100.0%	100.0%	83.3%	83.3%	80.0%	100.0%	77.8%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	91.7%	84.6%	78.6%	90.0%	85.4%	97.5%	81.6%
Superior Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 6.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	77.4%	82.1%	82.2%	87.0%	87.3%	90.3%	92.1%	86.3%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	72.7%	96.6%	95.2%	100.0%	92.9%	100.0%	92.9%	100.0%
Comfort and Care Home Health Agency, Inc.	70.0%	58.3%	66.7%	0.0%	25.0%	100.0%	66.7%	33.3%
Helping Hands Private Duty Homecare	65.9%	75.6%	69.8%	56.5%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.5%	90.7%	87.5%	84.6%	96.5%	94.6%	95.7%	100.0%
Nova Home Care	83.3%	72.7%	66.7%	75.0%	85.7%	62.5%	100.0%	70.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Quality Care	50.0%	37.5%	75.0%	16.7%	75.0%	100.0%	75.0%	100.0%
SH of Southern Ohio LLC	75.0%	83.3%	93.3%	78.8%	95.3%	92.2%	92.2%	79.7%
Superior Home Care, Inc.	No Data	No Data	No Data	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

Home Care Assistance SASI Scores

Do you like the way your aide treats you?								
Historical Average: 97.0%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 2.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	96.9%	97.1%	97.1%	97.0%	95.2%	98.2%	96.0%	97.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	95.2%	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	91.7%	88.9%	77.8%	75.0%	100.0%	66.7%	100.0%
Helping Hands Private Duty Homecare	100.0%	98.8%	98.1%	95.7%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	98.2%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	100.0%	100.0%	75.0%	100.0%	93.8%	100.0%	90.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	93.3%	97.1%	100.0%	100.0%	96.1%	96.6%
Superior Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 3.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	95.8%	94.2%	96.0%	96.0%	94.5%	98.2%	96.8%	96.7%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	95.2%	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%
Helping Hands Private Duty Homecare	93.2%	96.5%	94.3%	87.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	96.4%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%
Nova Home Care	83.3%	100.0%	100.0%	75.0%	100.0%	81.3%	100.0%	90.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	91.7%	93.3%	97.1%	100.0%	98.0%	92.2%	96.5%
Superior Home Care, Inc.	No Data	No Data	No Data	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

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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	95.8%	93.3%	95.0%	96.0%	92.9%	97.3%	97.6%	95.4%
Always There Healthcare LLC	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	90.5%	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	90.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%
Helping Hands Private Duty Homecare	93.1%	97.7%	98.1%	78.3%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	98.2%	95.9%	94.9%	93.0%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	100.0%	100.0%	66.7%	100.0%	81.3%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%
Quality Care	90.0%	100.0%	50.0%	60.0%	75.0%	No Data	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	92.3%	86.7%	94.1%	100.0%	100.0%	94.1%	91.4%
Superior Home Care, Inc.	No Data	No Data	No Data	100.0%	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 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	95.8%	96.2%	95.1%	96.0%	93.7%	99.1%	96.0%	95.4%
Always There Healthcare LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%
Assisted Care by Black Stone of CIN	90.5%	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	90.0%	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%
Helping Hands Private Duty Homecare	94.3%	95.3%	100.0%	91.3%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	96.3%	100.0%	97.4%	91.2%	100.0%	100.0%	100.0%
Nova Home Care	91.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	90.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%
Quality Care	90.0%	100.0%	75.0%	75.0%	100.0%	100.0%	75.0%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	86.7%	94.1%	100.0%	100.0%	94.1%	94.8%
Superior Home Care, Inc.	No Data	No Data	No Data	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

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 6.0%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
A Miracle Home Care	84.9%	89.7%	91.3%	90.7%	87.1%	92.8%	88.7%	95.1%
Always There Healthcare LLC	No Data	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	75.0%	100.0%	88.2%	100.0%	100.0%	100.0%	63.6%	100.0%
Comfort and Care Home Health Agency, Inc.	70.0%	66.7%	33.3%	25.0%	75.0%	100.0%	66.7%	25.0%
Helping Hands Private Duty Homecare	96.2%	90.0%	95.3%	65.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	86.5%	95.7%	87.8%	82.4%	68.2%	96.3%	82.4%	85.2%
Nova Home Care	83.3%	88.9%	83.3%	83.3%	83.3%	66.7%	100.0%	88.9%
Prime Home Care, LLC	100.0%	No Data	100.0%	100.0%	100.0%	No Data	33.3%	No Data
Quality Care	55.6%	50.0%	75.0%	40.0%	66.7%	100.0%	66.7%	100.0%
SH of Southern Ohio LLC	100.0%	100.0%	72.7%	83.3%	90.9%	87.2%	91.9%	71.1%
Superior Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 6.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	84.4%	87.0%	91.2%	89.0%	89.8%	96.4%	95.2%	94.1%
Always There Healthcare LLC	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	77.3%	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	80.0%	83.3%	77.8%	55.6%	50.0%	100.0%	66.7%	33.3%
Helping Hands Private Duty Homecare	90.9%	88.4%	86.8%	78.3%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.7%	98.2%	95.9%	94.9%	98.2%	97.3%	93.5%	94.7%
Nova Home Care	75.0%	100.0%	83.3%	75.0%	100.0%	68.8%	100.0%	80.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%
Quality Care	60.0%	62.5%	100.0%	50.0%	75.0%	100.0%	75.0%	100.0%
SH of Southern Ohio LLC	100.0%	91.7%	86.7%	91.2%	92.9%	92.2%	88.2%	82.8%
Superior Home Care, Inc.	No Data	No Data	No Data	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

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	88.2%	91.6%	91.1%	93.9%	88.1%	94.6%	94.4%	95.4%
Always There Healthcare LLC	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Assisted Care by Black Stone of CIN	76.2%	93.1%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%
Comfort and Care Home Health Agency, Inc.	90.0%	83.3%	55.6%	33.3%	75.0%	100.0%	66.7%	33.3%
Helping Hands Private Duty Homecare	94.3%	93.0%	94.3%	65.2%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	98.1%	95.9%	94.9%	94.7%	100.0%	95.6%	100.0%
Nova Home Care	91.7%	81.8%	83.3%	66.7%	85.7%	68.8%	100.0%	80.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	No Data
Quality Care	70.0%	87.5%	100.0%	40.0%	100.0%	No Data	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	92.3%	80.0%	88.2%	95.3%	94.0%	92.0%	86.2%
Superior Home Care, Inc.	No Data	No Data	No Data	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

Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	96.3%	97.5%	97.7%	98.4%	97.9%	96.9%	91.4%	87.1%
Meals on Wheels of SW Ohio and Northern Kentucky	95.4%	97.0%	98.1%	97.7%	97.3%	98.2%	96.0%	97.5%
Oxford Senior Citizens, Inc.	96.3%	95.7%	89.9%	92.8%	100.0%	97.3%	97.8%	91.1%
Partners in Prime	98.5%	98.8%	98.4%	95.5%	97.1%	97.4%	98.5%	97.4%
Warren County Community Service	98.5%	98.4%	98.3%	99.3%	96.2%	98.5%	95.9%	97.8%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	99.1%	98.4%	100.0%	100.0%	100.0%	98.1%	92.9%	86.1%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	96.6%	98.7%	97.2%	100.0%	99.1%	98.2%	98.8%
Oxford Senior Citizens, Inc.	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.2%	100.0%	100.0%	99.1%	98.3%	98.3%	100.0%	98.8%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	98.6%	97.3%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	91.5%	94.9%	93.9%	97.3%	95.8%	92.7%	86.6%	80.8%
Meals on Wheels of SW Ohio and Northern Kentucky	92.4%	95.1%	95.6%	97.7%	92.5%	96.1%	93.6%	94.0%
Oxford Senior Citizens, Inc.	100.0%	91.3%	90.0%	88.9%	100.0%	92.9%	94.1%	85.7%
Partners in Prime	96.9%	96.7%	95.3%	91.2%	94.6%	94.8%	97.9%	95.6%
Warren County Community Service	96.5%	97.2%	94.4%	98.9%	93.3%	98.1%	92.1%	96.5%

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%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 0.6%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		100.0%	99.4%	99.2%	99.3%	100.0%	100.0%	96.6%
Meals on Wheels of SW Ohio and Northern Kentucky		98.9%	100.0%	100.0%	98.9%	100.0%	100.0%	99.2%
Oxford Senior Citizens, Inc.		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime		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%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		98.4%	99.2%	97.5%	95.2%	97.6%	97.4%	88.2%
Meals on Wheels of SW Ohio and Northern Kentucky		95.2%	96.9%	97.4%	97.3%	96.3%	98.1%	96.3%
Oxford Senior Citizens, Inc.		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime		100.0%	99.3%	100.0%	94.4%	97.5%	98.4%	98.2%
Warren County Community Service		98.6%	98.4%	98.7%	100.0%	98.8%	100.0%	97.0%

Do you eat your home delivered meals?								
Historical Average: 98.8%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 0.8%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		98.6%	98.1%	98.5%	100.0%	98.2%	99.5%	97.2%
Meals on Wheels of SW Ohio and Northern Kentucky		96.8%	100.0%	100.0%	100.0%	99.1%	98.4%	96.8%
Oxford Senior Citizens, Inc.		100.0%	100.0%	90.0%	94.4%	100.0%	100.0%	85.7%
Partners in Prime		99.4%	99.3%	99.3%	96.4%	98.7%	99.3%	99.3%
Warren County Community Service		98.8%	100.0%	98.9%	100.0%	97.1%	100.0%	98.0%

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%

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	90.8%	94.9%	94.6%	98.7%	95.2%	94.4%	86.5%	80.8%
Meals on Wheels of SW Ohio and Northern Kentucky	84.9%	90.3%	93.3%	95.4%	94.3%	96.9%	92.9%	95.6%
Oxford Senior Citizens, Inc.	70.0%	91.3%	80.0%	70.6%	100.0%	85.7%	94.1%	85.7%
Partners in Prime	94.4%	96.6%	94.6%	92.7%	93.8%	94.7%	95.1%	92.6%
Warren County Community Service	96.5%	95.8%	96.6%	96.9%	91.3%	93.4%	88.1%	93.0%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	96.5%	98.7%	99.2%	98.7%	98.2%	97.4%	92.7%	88.5%
Meals on Wheels of SW Ohio and Northern Kentucky	96.7%	99.0%	100.0%	98.9%	98.1%	99.2%	97.6%	95.6%
Oxford Senior Citizens, Inc.	100.0%	91.3%	90.0%	94.4%	100.0%	100.0%	94.1%	85.7%
Partners in Prime	99.4%	100.0%	99.3%	95.6%	97.3%	96.7%	99.3%	97.0%
Warren County Community Service	98.8%	97.2%	97.8%	100.0%	96.2%	99.0%	98.0%	99.3%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	95.7%	96.8%	98.5%	98.0%	98.2%	95.9%	90.5%	84.6%
Meals on Wheels of SW Ohio and Northern Kentucky	97.8%	98.0%	100.0%	96.6%	98.1%	97.6%	93.6%	97.8%
Oxford Senior Citizens, Inc.	100.0%	91.3%	80.0%	94.1%	100.0%	100.0%	100.0%	85.7%
Partners in Prime	99.4%	99.3%	98.7%	94.9%	97.3%	96.7%	98.6%	97.5%
Warren County Community Service	98.8%	98.6%	100.0%	99.0%	94.2%	97.2%	95.0%	99.3%

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	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	99.4%	99.7%	100.0%	99.4%	99.4%	100.0%	99.2%	97.5%
Kemper Shuttle Services	No Data	96.0%	100.0%	98.6%	100.0%	96.7%	90.0%	94.0%
Meda-Care Transportation, Inc.	94.3%	91.7%	87.7%	91.1%	96.7%	94.0%	99.5%	98.3%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	96.7%	100.0%	100.0%
Partners in Prime	98.3%	97.9%	100.0%	99.6%	100.0%	99.5%	99.1%	100.0%
Transport-U Transportation, LLC	No Data	98.0%	100.0%	93.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	89.3%	93.5%	90.0%	90.0%	88.1%	89.9%	96.0%	94.7%
Valley Transport LLC	No Data	100.0%	94.0%	88.0%	98.6%	94.0%	95.0%	95.0%
Warren County Community Service	90.0%	98.0%	100.0%	100.0%	100.0%	100.0%	99.0%	96.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2021	2022	2022	2022	2022	2023	2023	2023
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	98.1%	96.2%	100.0%	95.8%	93.8%
Kemper Shuttle Services	No Data	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	88.5%	91.7%	84.0%	88.9%	96.3%	96.0%	95.2%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	87.5%	85.7%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%
Transport-U Transportation, LLC	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	80.9%	90.0%	91.3%	80.0%	77.4%	85.7%	96.0%	88.2%
Valley Transport LLC	No Data	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%
Warren County Community Service	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

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

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	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.6%	97.5%	87.0%	93.3%	96.8%	93.1%	96.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	91.7%	95.8%	94.4%	96.3%	96.0%	100.0%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	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%	100.0%
Transport-U Transportation, LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	95.8%	97.4%	91.3%	93.3%	96.8%	89.7%	96.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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	2022	2022	2022	2022	2023	2023	2023
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	100.0%	100.0%	66.7%	No Data	100.0%
Meda-Care Transportation, Inc.	92.0%	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	100.0%	95.7%	100.0%	94.7%	100.0%	100.0%
Transport-U Transportation, LLC	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	95.8%	100.0%	95.7%	96.7%	90.3%	96.4%	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	80.0%	60.0%	100.0%	100.0%	91.7%	88.9%
Warren County Community Service	66.7%	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 like the way your driver treats you?								
Historical Average: 98.6%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.7%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services		No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.		92.6%	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%
Oxford Senior Citizens, Inc.		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%
Transport-U Transportation, LLC		No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		97.9%	100.0%	95.7%	100.0%	96.8%	96.4%	100.0%
Valley Transport LLC		No Data	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%
Warren County Community Service		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.9%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%
Kemper Shuttle Services		No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.		92.6%	87.5%	80.0%	94.4%	96.3%	92.0%	100.0%
Oxford Senior Citizens, Inc.		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%	97.1%
Transport-U Transportation, LLC		No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		85.4%	90.0%	82.6%	83.3%	80.6%	85.7%	96.0%
Valley Transport LLC		No Data	100.0%	100.0%	80.0%	100.0%	90.0%	100.0%
Warren County Community Service		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%		2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 4.5%								
Provider Name		Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections		98.1%	98.5%	100.0%	98.1%	98.1%	100.0%	97.8%
Kemper Shuttle Services		No Data	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.		92.3%	83.3%	83.3%	77.8%	92.6%	88.0%	100.0%
Oxford Senior Citizens, Inc.		No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Partners in Prime		100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC		No Data	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%
Universal Transportation Systems		70.8%	77.5%	87.0%	76.7%	71.0%	82.8%	84.0%
Valley Transport LLC		No Data	100.0%	100.0%	80.0%	92.9%	90.0%	83.3%
Warren County Community Service		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%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	96.3%	91.7%	91.7%	94.4%	92.6%	96.0%	100.0%	100.0%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	66.7%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.6%	97.5%	91.3%	96.7%	93.5%	93.1%	96.0%	100.0%
Valley Transport LLC	No Data	100.0%	90.0%	100.0%	100.0%	100.0%	91.7%	100.0%
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%	2021	2022	2022	2022	2022	2023	2023	2023
½ Historical Standard Deviation: 2.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	97.9%	93.8%
Kemper Shuttle Services	No Data	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Meda-Care Transportation, Inc.	92.3%	95.8%	76.0%	83.3%	100.0%	88.0%	100.0%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%
Transport-U Transportation, LLC	No Data	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	85.4%	90.0%	87.0%	83.3%	80.6%	82.8%	96.0%	82.4%
Valley Transport LLC	No Data	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%
Warren County Community Service	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%

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 21,277 SASIs collected over a two year period from October 1, 2021 through September 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