



Butler County



Provider Quality Report

Quarter 4, 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-March).
- 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

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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
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
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

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023
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

Provider Quality Report: Service Metrics

Butler County ESP

Adult Day Service

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	94	93	65	141	393
Otterbein Lebanon Adult Day Service	0	0	0	91	161	144	117	137	649
Oxford Senior Citizens, Inc.	66	60	128	206	279	318	347	244	1,646
Total Billable Units	66	60	128	297	534	554	529	522	2,688

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	17.62%	16.79%	12.29%	27.04%
Otterbein Lebanon Adult Day Service	0	0	0	30.52%	30.18%	25.90%	22.12%	26.27%
Oxford Senior Citizens, Inc.	100.00%	100.00%	100.00%	69.48%	52.20%	57.31%	65.60%	46.69%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Northwest Adult Services Pioneer Home Healthcare	0	0	0	0	3	4	5	5	4
Otterbein Lebanon Adult Day Service	0	0	0	4	8	7	6	9	7
Oxford Senior Citizens, Inc.	3	3	8	10	12	14	16	13	10
Total Distinct Clients Served	3	3	8	14	23	25	27	27	8

Provider Quality Report: Service Metrics

Butler County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	12,173	11,070	0	0	0	0	0	0	23,242
Palco, Inc.	0	0	11,746	10,536	16,041	15,178	19,616	22,084	95,200
Total Billable Units	12,173	11,070	11,746	10,536	16,041	15,178	19,616	22,084	118,442

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	0	0	0	0	0	0
Palco, Inc.	0	0	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	144	148	0	0	0	0	0	0	146
Palco, Inc.	0	0	124	143	163	185	227	240	180
Total Distinct Clients Served	144	148	124	143	163	185	227	240	172

Provider Quality Report: Service Metrics

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Home Care Assistance

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
A Best Home Care, Inc.	4	43	41	61	107	113	72	87	528
A Miracle Home Care	8,923	9,206	9,428	10,252	10,369	11,265	13,660	13,600	86,702
Always There Healthcare LLC	29	81	58	31	0	0	0	0	198
Assisted Care by Black Stone of CIN	1,704	1,602	1,508	1,326	1,474	1,233	1,376	1,110	11,333
Comfort and Care Home Health Agency, Inc.	266	328	177	56	39	99	118	56	1,136
Helping Hands Private Duty Homecare	4,229	4,039	1,114	0	0	0	0	0	9,382
Interim HomeStyles of Greater Cincinnati, Inc.	4,007	3,335	3,262	3,236	3,368	2,525	2,897	3,462	26,092
Nova Home Care	585	771	613	721	741	803	695	630	5,558
Prime Home Care, LLC	197	171	219	239	184	123	133	64	1,329
Quality Care	186	191	176	136	125	94	59	111	1,077
SH of Southern Ohio LLC	913	1,406	2,408	3,470	3,373	3,929	3,669	3,332	22,499
Superior Home Care, Inc.	0	0	38	146	128	113	55	86	565
Total Billable Units	21,041	21,172	19,038	19,673	19,907	20,297	22,733	22,537	166,397

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	0.02%	0.20%	0.21%	0.31%	0.54%	0.56%	0.32%	0.39%
A Miracle Home Care	42.41%	43.48%	49.52%	52.11%	52.09%	55.50%	60.09%	60.35%
Always There Healthcare LLC	0.14%	0.38%	0.30%	0.16%	0	0	0	0
Assisted Care by Black Stone of CIN	8.10%	7.57%	7.92%	6.74%	7.40%	6.08%	6.05%	4.93%
Comfort and Care Home Health Agency, Inc.	1.26%	1.55%	0.93%	0.28%	0.19%	0.49%	0.52%	0.25%
Helping Hands Private Duty Homecare	20.10%	19.08%	5.85%	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	19.04%	15.75%	17.13%	16.45%	16.92%	12.44%	12.74%	15.36%
Nova Home Care	2.78%	3.64%	3.22%	3.67%	3.72%	3.96%	3.06%	2.79%
Prime Home Care, LLC	0.93%	0.81%	1.15%	1.21%	0.93%	0.60%	0.58%	0.28%
Quality Care	0.88%	0.90%	0.92%	0.69%	0.63%	0.46%	0.26%	0.49%
SH of Southern Ohio LLC	4.34%	6.64%	12.65%	17.64%	16.94%	19.36%	16.14%	14.78%
Superior Home Care, Inc.	0	0	0.20%	0.74%	0.64%	0.56%	0.24%	0.38%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	1	1	1	1	3	2	1	2	2
A Miracle Home Care	301	289	311	311	308	333	417	431	338
Always There Healthcare LLC	3	4	3	1	0	0	0	0	3
Assisted Care by Black Stone of CIN	53	47	44	42	40	35	34	30	41
Comfort and Care Home Health Agency, Inc.	26	21	16	7	10	20	11	4	14
Helping Hands Private Duty Homecare	221	168	151	0	0	0	0	0	180
Interim HomeStyles of Greater Cincinnati, Inc.	143	128	116	108	104	96	93	88	110
Nova Home Care	34	32	26	28	27	29	22	13	26
Prime Home Care, LLC	7	8	8	7	6	5	5	3	6
Quality Care	22	19	11	7	6	4	5	4	10
SH of Southern Ohio LLC	53	71	149	142	142	149	151	131	124
Superior Home Care, Inc.	0	0	4	5	4	4	3	3	4
Total Distinct Clients Served	864	788	840	659	650	677	742	709	70

Provider Quality Report: Service Metrics

Butler County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	7,022	6,871	6,900	6,732	5,663	7,634	6,332	6,846	53,998
Total Billable Units	7,022	6,871	6,900	6,732	5,663	7,634	6,332	6,846	53,998

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,132	2,093	2,033	1,992	1,926	1,916	1,819	1,809	1,965
Total Distinct Clients Served	2,132	2,093	2,033	1,992	1,926	1,916	1,819	1,809	1,965

Provider Quality Report: Service Metrics

Butler County ESP

Home Delivered Meals

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	30,024	29,599	30,892	32,351	32,427	32,466	7,411	0	195,170
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	2,363	2,363
Meals on Wheels of SW Ohio and Northern Kentucky	17,538	18,335	16,477	18,383	20,388	21,802	31,373	39,981	184,277
Oxford Senior Citizens, Inc.	3,180	3,230	3,044	2,582	2,459	2,452	2,401	2,466	21,814
Partners in Prime	26,736	26,394	27,288	25,349	26,361	27,280	34,089	33,076	226,573
Warren County Community Service	16,170	18,759	19,093	20,906	19,648	18,529	27,038	31,193	171,336
Total Billable Units	93,648	96,317	96,794	99,571	101,283	102,529	102,312	109,079	801,533

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	32.06%	30.73%	31.92%	32.49%	32.02%	31.67%	7.24%	0
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	2.17%
Meals on Wheels of SW Ohio and Northern Kentucky	18.73%	19.04%	17.02%	18.46%	20.13%	21.26%	30.66%	36.65%
Oxford Senior Citizens, Inc.	3.40%	3.35%	3.14%	2.59%	2.43%	2.39%	2.35%	2.26%
Partners in Prime	28.55%	27.40%	28.19%	25.46%	26.03%	26.61%	33.32%	30.32%
Warren County Community Service	17.27%	19.48%	19.73%	21.00%	19.40%	18.07%	26.43%	28.60%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	459	470	517	518	532	540	446	0	497
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	69	69
Meals on Wheels of SW Ohio and Northern Kentucky	297	296	275	309	344	381	611	648	395
Oxford Senior Citizens, Inc.	57	56	51	45	48	45	44	47	49
Partners in Prime	418	404	427	412	427	436	586	526	455
Warren County Community Service	286	312	314	315	306	300	497	481	351
Total Distinct Clients Served	1,517	1,538	1,584	1,599	1,657	1,702	2,184	1,771	339

Provider Quality Report: Service Metrics

Butler County ESP

Home Medical Equipment

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
American Ramp Systems	46	48	41	35	44	53	55	58	380
Bernens Medical	119	110	142	135	154	120	129	131	1,040
Home First	2	2	1	2	1	2	2	3	15
Mullaney's Pharmacy & Home Health Care	36	42	46	35	53	55	42	28	337
Stateline Medical Equipment	6	7	17	2	4	5	9	3	53
Total Billable Units	209	209	247	209	256	235	237	223	1,825

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
American Ramp Systems	22.01%	22.97%	16.60%	16.75%	17.19%	22.55%	23.21%	26.01%	
Bernens Medical	56.94%	52.63%	57.49%	64.59%	60.16%	51.06%	54.43%	58.74%	
Home First	0.96%	0.96%	0.40%	0.96%	0.39%	0.85%	0.84%	1.35%	
Mullaney's Pharmacy & Home Health Care	17.22%	20.10%	18.62%	16.75%	20.70%	23.40%	17.72%	12.56%	
Stateline Medical Equipment	2.87%	3.35%	6.88%	0.96%	1.56%	2.13%	3.80%	1.35%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
American Ramp Systems	18	20	17	15	20	22	23	23	20
Bernens Medical	77	76	101	88	93	83	81	77	85
Home First	2	2	1	2	1	2	2	3	2
Mullaney's Pharmacy & Home Health Care	29	34	32	30	45	42	36	23	34
Stateline Medical Equipment	6	7	17	2	4	5	9	3	7
Total Distinct Clients Served	132	139	168	137	163	154	151	129	29

Provider Quality Report: Service Metrics

Butler County ESP

Home Modification

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	4	3	3	3	2	2	4	5	26
Home First	9	9	3	3	4	6	3	3	40
HomeCare Mattress Inc.	0	0	0	0	0	0	2	1	3
MedAdapt Ltd.	17	15	22	22	35	26	38	37	212
People Working Cooperatively, Inc.	2	2	0	4	2	2	0	0	12
Stateline Medical Equipment	19	17	33	17	23	22	21	19	171
Tri-State Maintenance	18	15	25	27	26	28	32	17	188
Total Billable Units	69	61	86	76	92	86	100	84	654

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2.38%
Custom Home Elevator & Lift Co. Inc.	5.80%	4.92%	3.49%	3.95%	2.17%	2.33%	4.00%	5.95%
Home First	13.04%	14.75%	3.49%	3.95%	4.35%	6.98%	3.00%	3.57%
HomeCare Mattress Inc.	0	0	0	0	0	0	2.00%	1.19%
MedAdapt Ltd.	24.64%	24.59%	25.58%	28.95%	38.04%	30.23%	38.00%	44.05%
People Working Cooperatively, Inc.	2.90%	3.28%	0	5.26%	2.17%	2.33%	0	0
Stateline Medical Equipment	27.54%	27.87%	38.37%	22.37%	25.00%	25.58%	21.00%	22.62%
Tri-State Maintenance	26.09%	24.59%	29.07%	35.53%	28.26%	32.56%	32.00%	20.24%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	0	0	0	2	2
Custom Home Elevator & Lift Co. Inc.	4	3	3	3	2	2	4	5	3
Home First	9	9	3	3	4	6	2	3	5
HomeCare Mattress Inc.	0	0	0	0	0	0	2	1	2
MedAdapt Ltd.	16	14	21	21	34	25	37	35	25
People Working Cooperatively, Inc.	2	2	0	3	2	2	0	0	2
Stateline Medical Equipment	18	17	32	17	23	22	20	19	21
Tri-State Maintenance	15	15	24	26	22	27	32	17	22
Total Distinct Clients Served	64	60	83	73	87	84	97	82	13

Provider Quality Report: Service Metrics

Butler County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	81	159	115	154	103	94	4	0	709
Oxford Senior Citizens, Inc.	0	0	2	0	0	5	9	7	23
Partners in Prime	1,034	990	982	1,105	997	1,068	1,122	997	8,295
Total Billable Units	1,115	1,149	1,099	1,259	1,100	1,167	1,135	1,004	9,027

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	7.25%	13.82%	10.48%	12.21%	9.34%	8.08%	0.31%	0
Oxford Senior Citizens, Inc.	0	0	0.16%	0	0	0.43%	0.77%	0.72%
Partners in Prime	92.75%	86.18%	89.36%	87.79%	90.66%	91.50%	98.92%	99.28%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	39	62	66	70	66	64	10	0	54
Oxford Senior Citizens, Inc.	0	0	1	0	0	2	2	4	2
Partners in Prime	219	216	214	204	210	207	255	240	221
Total Distinct Clients Served	258	278	281	274	276	273	267	244	113

Provider Quality Report: Service Metrics

Butler County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	7	6	8	1	2	9	7	42
Total Billable Units	2	7	6	8	1	2	9	7	42

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

Provider Quality Report: Service Metrics

Butler County ESP

Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	22	32	20	30	28	27	28	20	207
Milt's Termite & Pest Control	17	20	25	28	9	4	21	47	171
Total Billable Units	39	52	45	58	37	31	49	67	378

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	56.41%	61.54%	44.44%	51.72%	75.68%	87.10%	57.14%	29.85%
Milt's Termite & Pest Control	43.59%	38.46%	55.56%	48.28%	24.32%	12.90%	42.86%	70.15%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	11	14	11	12	11	13	12	10	12
Milt's Termite & Pest Control	8	12	11	13	3	3	10	21	10
Total Distinct Clients Served	19	26	22	25	14	16	22	31	11

Provider Quality Report: Service Metrics

Butler County ESP

Transportation

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	986	914	986	1,005	760	781	153	0	5,585
Kemper Shuttle Services	197	120	109	53	54	175	138	29	875
Meda-Care Transportation, Inc.	330	294	313	386	357	476	677	816	3,649
Oxford Senior Citizens, Inc.	0	6	3	12	12	17	17	8	75
Partners in Prime	266	344	452	385	396	450	796	992	4,081
Transport-U Transportation, LLC	80	130	168	165	144	162	225	258	1,332
Universal Transportation Systems	275	551	308	236	276	322	330	229	2,527
Valley Transport LLC	169	201	255	324	322	259	723	934	3,187
Warren County Community Service	57	74	102	115	141	139	164	166	958
Total Billable Units	2,360	2,634	2,696	2,681	2,462	2,781	3,223	3,432	22,269

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	41.78%	34.70%	36.57%	37.49%	30.87%	28.08%	4.75%	0
Kemper Shuttle Services	8.35%	4.56%	4.04%	1.98%	2.19%	6.29%	4.28%	0.84%
Meda-Care Transportation, Inc.	13.98%	11.16%	11.61%	14.40%	14.50%	17.12%	21.01%	23.78%
Oxford Senior Citizens, Inc.	0	0.23%	0.11%	0.45%	0.49%	0.61%	0.53%	0.23%
Partners in Prime	11.27%	13.06%	16.77%	14.36%	16.08%	16.18%	24.70%	28.90%
Transport-U Transportation, LLC	3.39%	4.94%	6.23%	6.15%	5.85%	5.83%	6.98%	7.52%
Universal Transportation Systems	11.65%	20.92%	11.42%	8.80%	11.21%	11.58%	10.24%	6.67%
Valley Transport LLC	7.16%	7.63%	9.46%	12.09%	13.08%	9.31%	22.43%	27.21%
Warren County Community Service	2.42%	2.81%	3.78%	4.29%	5.73%	5.00%	5.09%	4.84%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	109	98	106	108	87	83	41	0	90
Kemper Shuttle Services	6	11	7	5	4	6	9	6	7
Meda-Care Transportation, Inc.	39	42	41	37	44	43	49	59	44
Oxford Senior Citizens, Inc.	0	1	2	4	4	7	5	4	4
Partners in Prime	31	33	46	47	54	64	105	97	60
Transport-U Transportation, LLC	9	14	17	13	16	15	23	19	16
Universal Transportation Systems	45	48	44	37	37	33	34	26	38
Valley Transport LLC	22	19	26	26	27	23	73	65	35
Warren County Community Service	10	13	13	13	16	18	28	19	16
Total Distinct Clients Served	271	279	302	290	289	292	367	295	34

Provider Quality Report: Satisfaction Metrics

Butler County ESP

Butler County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	1	0	1	0	1	1	2	1
A Miracle Home Care	108	103	100	127	114	126	153	159
Always There Healthcare LLC	0	3	1	2	0	1	1	0
Assisted Care by Black Stone of CIN	29	21	20	15	21	15	16	14
Comfort and Care Home Health Agency, Inc.	12	9	9	4	1	3	6	3
Helping Hands Private Duty Homecare	86	53	23	0	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	55	49	39	57	37	47	38	45
Nova Home Care	11	6	12	7	16	8	10	6
Prime Home Care, LLC	1	2	1	5	0	4	1	2
Quality Care	8	5	6	4	2	4	2	2
SH of Southern Ohio LLC	13	15	34	43	51	51	59	49
Superior Home Care, Inc.	0	0	1	2	2	1	2	2

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	158	131	151	167	196	179	52	0
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	4
Meals on Wheels of SW Ohio and Northern Kentucky	104	91	87	106	127	126	183	210
Oxford Senior Citizens, Inc.	23	10	18	9	14	17	14	13
Partners in Prime	150	149	137	149	153	145	203	209
Warren County Community Service	71	90	96	104	106	101	143	164

Medical Transportation								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	66	57	53	54	56	48	16	0
Kemper Shuttle Services	5	6	7	5	3	1	5	7
Meda-Care Transportation, Inc.	24	25	18	27	28	22	30	32
Oxford Senior Citizens, Inc.	0	0	1	1	3	3	2	3
Partners in Prime	28	19	23	29	20	35	42	40
Transport-U Transportation, LLC	5	4	6	10	7	8	7	12
Universal Transportation Systems	40	24	30	31	30	25	17	20
Valley Transport LLC	7	10	5	14	12	12	19	26
Warren County Community Service	5	2	4	7	9	10	5	13

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	80.0%	80.0%	100.0%	100.0%
A Miracle Home Care	91.1%	91.7%	92.3%	91.3%	96.1%	93.6%	94.5%	95.1%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	70.0%	30.0%	No Data
Assisted Care by Black Stone of CIN	95.4%	97.8%	99.4%	90.7%	100.0%	89.7%	100.0%	90.8%
Comfort and Care Home Health Agency, Inc.	80.0%	69.6%	52.5%	67.5%	100.0%	66.7%	59.5%	86.7%
Helping Hands Private Duty Homecare	91.9%	93.1%	77.1%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.6%	95.1%	93.0%	91.7%	98.5%	95.9%	96.7%	96.1%
Nova Home Care	94.3%	91.7%	75.8%	93.8%	77.8%	100.0%	84.7%	96.7%
Prime Home Care, LLC	90.0%	100.0%	100.0%	88.0%	No Data	93.3%	60.0%	55.0%
Quality Care	80.9%	87.5%	61.2%	89.2%	80.0%	89.2%	100.0%	100.0%
SH of Southern Ohio LLC	93.4%	85.9%	88.7%	95.7%	94.4%	93.3%	86.7%	94.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	89.4%	88.6%	89.8%	93.5%	97.9%	90.5%	94.0%	95.5%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	92.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	75.0%	77.8%	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%
Helping Hands Private Duty Homecare	93.1%	97.9%	73.7%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	92.9%	94.3%	91.7%	100.0%	94.7%	90.0%	97.4%
Nova Home Care	100.0%	100.0%	83.3%	100.0%	75.0%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	50.0%
Quality Care	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	90.9%	81.8%	84.6%	92.9%	95.2%	94.9%	86.0%	92.1%
Superior Home Care, Inc.	No Data	No Data	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

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	90.9%	89.0%	87.5%	90.7%	95.9%	88.6%	94.7%	93.2%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	88.9%	94.4%	94.1%	100.0%	100.0%	90.0%	100.0%	60.0%
Comfort and Care Home Health Agency, Inc.	66.7%	62.5%	66.7%	75.0%	100.0%	66.7%	60.0%	66.7%
Helping Hands Private Duty Homecare	91.0%	96.1%	80.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.0%	95.5%	91.4%	87.2%	96.8%	97.3%	96.8%	92.1%
Nova Home Care	100.0%	100.0%	83.3%	83.3%	80.0%	100.0%	77.8%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	50.0%
Quality Care	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	84.6%	78.6%	90.0%	85.4%	97.5%	81.6%	97.4%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	82.1%	82.2%	87.0%	87.3%	90.3%	92.1%	86.3%	91.0%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	95.2%	100.0%	92.9%	100.0%	92.9%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	58.3%	66.7%	0.0%	25.0%	100.0%	66.7%	33.3%	66.7%
Helping Hands Private Duty Homecare	75.6%	69.8%	56.5%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.7%	87.5%	84.6%	96.5%	94.6%	95.7%	100.0%	95.6%
Nova Home Care	72.7%	66.7%	75.0%	85.7%	62.5%	100.0%	70.0%	83.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Quality Care	37.5%	75.0%	16.7%	75.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	83.3%	93.3%	78.8%	95.3%	92.2%	92.2%	79.7%	87.2%
Superior Home Care, Inc.	No Data	No Data	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

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.1%	97.1%	97.0%	95.2%	98.2%	96.0%	97.4%	98.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	88.9%	77.8%	75.0%	100.0%	66.7%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.8%	98.1%	95.7%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	93.8%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	100.0%
Quality Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	93.3%	97.1%	100.0%	100.0%	96.1%	96.6%	97.9%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	94.2%	96.0%	96.0%	94.5%	98.2%	96.8%	96.7%	98.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	96.5%	94.3%	87.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.4%	100.0%	97.4%	98.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	81.3%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	93.3%	97.1%	100.0%	98.0%	92.2%	96.5%	95.7%
Superior Home Care, Inc.	No Data	No Data	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

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.3%	95.0%	96.0%	92.9%	97.3%	97.6%	95.4%	96.2%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	97.7%	98.1%	78.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	95.9%	94.9%	93.0%	100.0%	100.0%	100.0%	95.6%
Nova Home Care	100.0%	100.0%	66.7%	100.0%	81.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	50.0%	60.0%	75.0%	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	92.3%	86.7%	94.1%	100.0%	100.0%	94.1%	91.4%	97.9%
Superior Home Care, Inc.	No Data	No Data	100.0%	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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.2%	95.1%	96.0%	93.7%	99.1%	96.0%	95.4%	95.6%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	91.7%	77.8%	66.7%	75.0%	100.0%	66.7%	83.3%	100.0%
Helping Hands Private Duty Homecare	95.3%	100.0%	91.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.3%	100.0%	97.4%	91.2%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	50.0%
Quality Care	100.0%	75.0%	75.0%	100.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	86.7%	94.1%	100.0%	100.0%	94.1%	94.8%	97.9%
Superior Home Care, Inc.	No Data	No Data	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

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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	89.7%	91.3%	90.7%	87.1%	92.8%	88.7%	95.1%	94.4%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Assisted Care by Black Stone of CIN	100.0%	88.2%	100.0%	100.0%	100.0%	63.6%	100.0%	62.5%
Comfort and Care Home Health Agency, Inc.	66.7%	33.3%	25.0%	75.0%	100.0%	66.7%	25.0%	66.7%
Helping Hands Private Duty Homecare	90.0%	95.3%	65.0%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	87.8%	82.4%	68.2%	96.3%	82.4%	85.2%	82.9%
Nova Home Care	88.9%	83.3%	83.3%	83.3%	66.7%	100.0%	88.9%	83.3%
Prime Home Care, LLC	0.0%	100.0%	100.0%	100.0%	No Data	33.3%	No Data	50.0%
Quality Care	50.0%	75.0%	40.0%	66.7%	100.0%	66.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	72.7%	83.3%	90.9%	87.2%	91.9%	71.1%	90.5%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	87.0%	91.2%	89.0%	89.8%	96.4%	95.2%	94.1%	93.7%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	96.6%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	83.3%	77.8%	55.6%	50.0%	100.0%	66.7%	33.3%	100.0%
Helping Hands Private Duty Homecare	88.4%	86.8%	78.3%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.2%	95.9%	94.9%	98.2%	97.3%	93.5%	94.7%	97.8%
Nova Home Care	100.0%	83.3%	75.0%	100.0%	68.8%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	100.0%	No Data
Quality Care	62.5%	100.0%	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%
SH of Southern Ohio LLC	91.7%	86.7%	91.2%	92.9%	92.2%	88.2%	82.8%	89.4%
Superior Home Care, Inc.	No Data	No Data	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

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.6%	91.1%	93.9%	88.1%	94.6%	94.4%	95.4%	94.3%
Always There Healthcare LLC	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data	No Data
Assisted Care by Black Stone of CIN	93.1%	100.0%	100.0%	85.7%	100.0%	93.3%	100.0%	92.9%
Comfort and Care Home Health Agency, Inc.	83.3%	55.6%	33.3%	75.0%	100.0%	66.7%	33.3%	100.0%
Helping Hands Private Duty Homecare	93.0%	94.3%	65.2%	No Data	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.1%	95.9%	94.9%	94.7%	100.0%	95.6%	100.0%	100.0%
Nova Home Care	81.8%	83.3%	66.7%	85.7%	68.8%	100.0%	80.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	100.0%	80.0%	No Data	100.0%	No Data	50.0%
Quality Care	87.5%	100.0%	40.0%	100.0%	No Data	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	92.3%	80.0%	88.2%	95.3%	94.0%	92.0%	86.2%	93.6%
Superior Home Care, Inc.	No Data	No Data	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

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	97.5%	97.7%	98.4%	97.9%	96.9%	91.4%	87.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	90.6%
Meals on Wheels of SW Ohio and Northern Kentucky	97.0%	98.1%	97.7%	97.3%	98.2%	96.0%	97.5%	97.3%
Oxford Senior Citizens, Inc.	95.7%	89.9%	92.8%	100.0%	97.3%	97.8%	91.1%	99.0%
Partners in Prime	98.8%	98.4%	95.5%	97.1%	97.4%	98.5%	97.4%	95.8%
Warren County Community Service	98.4%	98.3%	99.3%	96.2%	98.5%	95.9%	97.8%	96.8%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.4%	100.0%	100.0%	100.0%	98.1%	92.9%	86.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.6%	98.7%	97.2%	100.0%	99.1%	98.2%	98.8%	99.5%
Oxford Senior Citizens, Inc.	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	99.1%	98.3%	98.3%	100.0%	98.8%	97.6%
Warren County Community Service	100.0%	100.0%	100.0%	98.8%	100.0%	98.6%	97.3%	98.4%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	94.9%	93.9%	97.3%	95.8%	92.7%	86.6%	80.8%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	95.1%	95.6%	97.7%	92.5%	96.1%	93.6%	94.0%	94.3%
Oxford Senior Citizens, Inc.	91.3%	90.0%	88.9%	100.0%	92.9%	94.1%	85.7%	100.0%
Partners in Prime	96.7%	95.3%	91.2%	94.6%	94.8%	97.9%	95.6%	93.8%
Warren County Community Service	97.2%	94.4%	98.9%	93.3%	98.1%	92.1%	96.5%	94.5%

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%

½ Historical Standard Deviation: 0.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.4%	99.2%	99.3%	100.0%	100.0%	96.6%	98.1%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	98.9%	100.0%	100.0%	99.2%	100.0%	99.5%
Oxford Senior Citizens, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	99.3%	100.0%	99.3%	99.3%	100.0%	100.0%	100.0%	99.5%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.2%	97.5%	95.2%	97.6%	97.4%	88.2%	85.3%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	96.9%	97.4%	97.3%	96.3%	98.1%	96.3%	99.4%	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	99.3%	100.0%	94.4%	97.5%	98.4%	98.2%	98.7%	98.8%
Warren County Community Service	98.4%	98.7%	100.0%	98.8%	100.0%	97.0%	98.1%	99.2%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.1%	98.5%	100.0%	98.2%	99.5%	97.2%	92.3%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	100.0%	100.0%	99.1%	98.4%	96.8%	98.9%	99.0%
Oxford Senior Citizens, Inc.	100.0%	90.0%	94.4%	100.0%	100.0%	100.0%	85.7%	100.0%
Partners in Prime	99.3%	99.3%	96.4%	98.7%	99.3%	99.3%	99.0%	97.1%
Warren County Community Service	100.0%	98.9%	100.0%	97.1%	100.0%	98.0%	98.6%	98.8%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	94.9%	94.6%	98.7%	95.2%	94.4%	86.5%	80.8%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	90.3%	93.3%	95.4%	94.3%	96.9%	92.9%	95.6%	93.8%
Oxford Senior Citizens, Inc.	91.3%	80.0%	70.6%	100.0%	85.7%	94.1%	85.7%	100.0%
Partners in Prime	96.6%	94.6%	92.7%	93.8%	94.7%	95.1%	92.6%	89.4%
Warren County Community Service	95.8%	96.6%	96.9%	91.3%	93.4%	88.1%	93.0%	91.4%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.7%	99.2%	98.7%	98.2%	97.4%	92.7%	88.5%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.0%	100.0%	98.9%	98.1%	99.2%	97.6%	95.6%	94.8%
Oxford Senior Citizens, Inc.	91.3%	90.0%	94.4%	100.0%	100.0%	94.1%	85.7%	92.3%
Partners in Prime	100.0%	99.3%	95.6%	97.3%	96.7%	99.3%	97.0%	95.7%
Warren County Community Service	97.2%	97.8%	100.0%	96.2%	99.0%	98.0%	99.3%	95.7%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	96.8%	98.5%	98.0%	98.2%	95.9%	90.5%	84.6%	No Data
Mayerson JCC (Jewish Community Center)	No Data	No Data	No Data	No Data	No Data	No Data	No Data	75.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.0%	100.0%	96.6%	98.1%	97.6%	93.6%	97.8%	97.1%
Oxford Senior Citizens, Inc.	91.3%	80.0%	94.1%	100.0%	100.0%	100.0%	85.7%	100.0%
Partners in Prime	99.3%	98.7%	94.9%	97.3%	96.7%	98.6%	97.5%	94.7%
Warren County Community Service	98.6%	100.0%	99.0%	94.2%	97.2%	95.0%	99.3%	96.3%

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								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	99.7%	100.0%	99.4%	99.4%	100.0%	99.2%	97.5%	No Data
Kemper Shuttle Services	96.0%	100.0%	98.6%	100.0%	96.7%	90.0%	94.0%	97.1%
Meda-Care Transportation, Inc.	91.7%	87.7%	91.1%	96.7%	94.0%	99.5%	98.3%	96.4%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%
Partners in Prime	97.9%	100.0%	99.6%	100.0%	99.5%	99.1%	100.0%	100.0%
Transport-U Transportation, LLC	98.0%	100.0%	93.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	93.5%	90.0%	90.0%	88.1%	89.9%	96.0%	94.7%	75.6%
Valley Transport LLC	100.0%	94.0%	88.0%	98.6%	94.0%	95.0%	95.0%	93.4%
Warren County Community Service	98.0%	100.0%	100.0%	100.0%	100.0%	99.0%	96.0%	84.9%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	98.1%	96.2%	100.0%	95.8%	93.8%	No Data
Kemper Shuttle Services	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	91.7%	84.0%	88.9%	96.3%	96.0%	95.2%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	85.7%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	91.3%	80.0%	77.4%	85.7%	96.0%	88.2%	58.4%
Valley Transport LLC	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%	88.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	84.9%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	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%	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	95.0%	91.3%	96.6%	96.8%	93.1%	100.0%	100.0%	94.9%
Valley Transport LLC	100.0%	90.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	97.5%	87.0%	93.3%	96.8%	93.1%	96.0%	100.0%	89.8%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	96.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.	91.7%	95.8%	94.4%	96.3%	96.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	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%	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	97.4%	91.3%	93.3%	96.8%	89.7%	96.0%	100.0%	89.8%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	96.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

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	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Kemper Shuttle Services	100.0%	100.0%	100.0%	100.0%	66.7%	No Data	100.0%	85.4%
Meda-Care Transportation, Inc.	91.7%	91.3%	94.4%	100.0%	96.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	100.0%	100.0%	95.7%	100.0%	94.7%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	95.7%	96.7%	90.3%	96.4%	100.0%	100.0%	68.8%
Valley Transport LLC	100.0%	80.0%	60.0%	100.0%	100.0%	91.7%	88.9%	88.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.	95.8%	91.7%	94.4%	96.3%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	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%	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	100.0%	95.7%	100.0%	96.8%	96.4%	100.0%	100.0%	84.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	84.9%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	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.	87.5%	80.0%	94.4%	96.3%	92.0%	100.0%	96.7%	96.7%
Oxford Senior Citizens, Inc.	No Data	No Data	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%	97.1%	100.0%	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	90.0%	82.6%	83.3%	80.6%	85.7%	96.0%	88.2%	74.5%
Valley Transport LLC	100.0%	100.0%	80.0%	100.0%	90.0%	100.0%	94.4%	92.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	98.5%	100.0%	98.1%	98.1%	100.0%	97.8%	93.8%	No Data
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
Meda-Care Transportation, Inc.	83.3%	83.3%	77.8%	92.6%	88.0%	100.0%	100.0%	93.5%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Partners in Prime	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transport-U Transportation, LLC	80.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	77.5%	87.0%	76.7%	71.0%	82.8%	84.0%	88.2%	53.3%
Valley Transport LLC	100.0%	100.0%	80.0%	92.9%	90.0%	83.3%	94.4%	76.6%
Warren County Community Service	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

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

Provider Quality Report: Satisfaction Metrics¹

Butler County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.	91.7%	91.7%	94.4%	92.6%	96.0%	100.0%	100.0%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	100.0%	100.0%	66.7%	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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	97.5%	91.3%	96.7%	93.5%	93.1%	96.0%	100.0%	89.4%
Valley Transport LLC	100.0%	90.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	84.9%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	100.0%	100.0%	98.1%	100.0%	100.0%	97.9%	93.8%	No Data
Kemper Shuttle Services	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.4%
Meda-Care Transportation, Inc.	95.8%	76.0%	83.3%	100.0%	88.0%	100.0%	96.7%	96.8%
Oxford Senior Citizens, Inc.	No Data	No Data	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%	97.1%	100.0%	100.0%
Transport-U Transportation, LLC	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	87.0%	83.3%	80.6%	82.8%	96.0%	82.4%	53.3%
Valley Transport LLC	100.0%	90.0%	80.0%	100.0%	90.0%	91.7%	88.9%	96.3%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	84.9%

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 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 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