



Clinton County



Provider Quality Report

Quarter 2, 2023

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Provider Quality Report: Introduction

Clinton County ESP

GENERAL INFORMATION

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-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 section of the report was reorganized by grouping all Home Care Assistance related service pages together.
- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.

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 consist of smaller sample sizes which may impact provider scores.



Provider Quality Report: Provider Activity

Clinton County ESP

Provider - Terminated	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Clinton County Adult Day Center, Inc.	Adult Day Care	3/1/2022
Clinton County Community Action Program	Homemaking	11/30/2022

Provider - New	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
Tri-State Maintenance	HME	2/17/2023
American Maid DBA Heavenly Helpers	Home Care Assistance	1/1/2023
Care Star Inc.	Home Care Assistance	1/1/2023
Warren County Community Services	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

Provider - On Hold	Service On Hold	Effective
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Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	1,483	2,117	1,889	1,752	0	0	0	0	7,242
Palco, Inc.	0	0	0	0	2,438	1,545	2,149	1,726	7,857
Total Billable Units	1,483	2,117	1,889	1,752	2,438	1,545	2,149	1,726	15,098

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	0	0	0	0
Palco, Inc.	0	0	0	0	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	16	18	14	17	0	0	0	0	16
Palco, Inc.	0	0	0	0	16	14	20	14	16
Total Distinct Clients Served	16	18	14	17	16	14	20	14	16

Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	187	154	341
CareStar Inc.	0	0	0	0	0	0	31	43	74
First Community Health Services, LLC	0	0	0	0	0	0	26	26	52
Gabriel's Angels Homecare, LLC	0	0	0	0	0	0	1,354	2,259	3,612
Heavenly Helpers	0	0	0	0	0	0	393	604	997
Katy's Home Health Care LLC	0	0	0	0	0	0	1,990	2,063	4,053
Total Billable Units	0	0	0	0	0	0	3,981	5,149	9,129

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	4.70%	2.99%	
CareStar Inc.	0	0	0	0	0	0	0.78%	0.84%	
First Community Health Services, LLC	0	0	0	0	0	0	0.65%	0.51%	
Gabriel's Angels Homecare, LLC	0	0	0	0	0	0	34.00%	43.87%	
Heavenly Helpers	0	0	0	0	0	0	9.87%	11.73%	
Katy's Home Health Care LLC	0	0	0	0	0	0	49.99%	40.07%	
Total Market Share	0	0	0	0	0	0	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	0	0	0	0	3	3	3
CareStar Inc.	0	0	0	0	0	0	6	7	7
First Community Health Services, LLC	0	0	0	0	0	0	1	1	1
Gabriel's Angels Homecare, LLC	0	0	0	0	0	0	108	121	115
Heavenly Helpers	0	0	0	0	0	0	40	39	40
Katy's Home Health Care LLC	0	0	0	0	0	0	100	92	96
Total Distinct Clients Served	0	0	0	0	0	0	258	263	43

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	382	277	250	316	292	154	0	0	1,669
Clinton County Community Action Program	2,385	2,317	2,075	1,939	1,828	786	0	0	11,329
First Community Health Services, LLC	80	155	96	82	32	20	0	0	465
Gabriel's Angels Homecare, LLC	1,008	1,025	865	1,116	1,358	1,493	14	0	6,877
Katy's Home Health Care LLC	905	974	684	885	1,083	1,353	4	0	5,888
Total Billable Units	4,759	4,747	3,970	4,338	4,593	3,805	18	0	26,228

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	8.02%	5.82%	6.29%	7.28%	6.35%	4.03%	0	0
Clinton County Community Action Program	50.11%	48.81%	52.27%	44.70%	39.81%	20.65%	0	0
First Community Health Services, LLC	1.68%	3.27%	2.42%	1.89%	0.70%	0.53%	0	0
Gabriel's Angels Homecare, LLC	21.17%	21.59%	21.79%	25.72%	29.56%	39.23%	80.00%	0
Katy's Home Health Care LLC	19.02%	20.52%	17.23%	20.41%	23.59%	35.56%	20.00%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	11	10	9	9	9	3	0	0	9
Clinton County Community Action Program	142	139	133	123	105	83	0	0	121
First Community Health Services, LLC	4	4	3	2	2	1	0	0	3
Gabriel's Angels Homecare, LLC	50	49	52	67	79	112	3	0	59
Katy's Home Health Care LLC	50	48	43	52	59	80	3	0	48
Total Distinct Clients Served	257	250	240	253	254	279	6	0	48

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	62	2	19	38	34	20	5	0	180
Katy's Home Health Care LLC	809	772	501	369	428	370	1	0	3,249
Total Billable Units	871	774	520	407	462	389	6	0	3,429

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	7.15%	0.26%	3.66%	9.34%	7.31%	5.07%	80.00%	0
Katy's Home Health Care LLC	92.85%	99.74%	96.34%	90.66%	92.69%	94.93%	20.00%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	1	1	3	3	2	1	0	2
Katy's Home Health Care LLC	33	32	28	20	23	19	1	0	22
Total Distinct Clients Served	36	33	29	23	26	21	2	0	12

Provider Quality Report: Service Metrics

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Respite

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Assisted Care by Black Stone of CIN	8	0	0	10	6	0	0	0	23
Katy's Home Health Care LLC	148	92	52	92	75	11	0	0	470
Total Billable Units	156	92	52	102	81	11	0	0	493

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	4.97%	0	0	9.36%	7.12%	0	0	0
Katy's Home Health Care LLC	95.03%	100.00%	100.00%	90.64%	92.88%	100.00%	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	0

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	1	0	0	1	1	0	0	0	1
Katy's Home Health Care LLC	6	7	3	3	3	1	0	0	4
Total Distinct Clients Served	7	7	3	4	4	1	0	0	3

Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	860	843	823	802	831	824	708	952	6,642
Total Billable Units	860	843	823	802	831	824	708	952	6,642

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

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	285	275	267	256	260	267	254	267	266
Total Distinct Clients Served	285	275	267	256	260	267	254	267	266

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	7,703	7,319	6,290	8,118	8,442	8,623	9,359	10,940	66,794
Total Billable Units	7,703	7,319	6,290	8,118	8,442	8,623	9,359	10,940	66,794

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	119	108	107	133	140	147	156	168	135
Total Distinct Clients Served	119	108	107	133	140	147	156	168	135

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Bernens Medical	17	6	10	13	10	17	16	19	108
Home First	1	1	2	1	4	2	1	6	18
Mullaney's Pharmacy & Home Health Care	1	1	4	5	6	6	3	2	28
Stateline Medical Equipment	1	0	0	0	0	0	0	1	2
Total Billable Units	20	8	16	19	20	25	20	28	156

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Bernens Medical	85.00%	75.00%	62.50%	68.42%	50.00%	68.00%	80.00%	67.86%	
Home First	5.00%	12.50%	12.50%	5.26%	20.00%	8.00%	5.00%	21.43%	
Mullaney's Pharmacy & Home Health Care	5.00%	12.50%	25.00%	26.32%	30.00%	24.00%	15.00%	7.14%	
Stateline Medical Equipment	5.00%	0	0	0	0	0	0	3.57%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Bernens Medical	13	5	9	11	10	15	13	18	12
Home First	1	1	2	1	4	2	1	6	2
Mullaney's Pharmacy & Home Health Care	1	1	4	5	6	6	3	2	4
Stateline Medical Equipment	1	0	0	0	0	0	0	1	1
Total Distinct Clients Served	16	7	15	17	20	23	17	27	5

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	1	2
Home First	11	8	7	12	13	17	12	27	107
Stateline Medical Equipment	0	0	0	2	1	1	0	1	5
Tri-State Maintenance	1	0	3	2	3	3	5	5	22
Total Billable Units	12	8	10	16	17	21	18	34	136

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	5.56%	2.94%	
Home First	91.67%	100.00%	70.00%	75.00%	76.47%	80.95%	66.67%	79.41%	
Stateline Medical Equipment	0	0	0	12.50%	5.88%	4.76%	0	2.94%	
Tri-State Maintenance	8.33%	0	30.00%	12.50%	17.65%	14.29%	27.78%	14.71%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	0	0	1	1	1
Home First	9	8	6	12	11	15	8	17	11
Stateline Medical Equipment	0	0	0	2	1	1	0	1	1
Tri-State Maintenance	1	0	3	2	3	3	4	3	3
Total Distinct Clients Served	10	8	9	16	15	19	13	22	5

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	1	2	0	2	0	0	0	0	5
Total Billable Units	1	2	0	2	0	0	0	0	5

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Home First	100.00%	100.00%	0	100.00%	0	0	0	0
Total Market Share	100.00%	100.00%	0	100.00%	0	0	0	0

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	1	2	0	2	0	0	0	0	2
Total Distinct Clients Served	1	2	0	2	0	0	0	0	2

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	4	1	0	0	0	0	3	3	11
Milt's Termite & Pest Control	0	0	1	4	3	0	0	0	8
Total Billable Units	4	1	1	4	3	0	3	3	19

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
All Gone Termite & Pest Control, Inc.	100.00%	100.00%	0	0	0	0	100.00%	100.00%
Milt's Termite & Pest Control	0	0	100.00%	100.00%	100.00%	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	2	1	0	0	0	0	1	1	1
Milt's Termite & Pest Control	0	0	1	2	2	0	0	0	2
Total Distinct Clients Served	2	1	1	2	2	0	1	1	1

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Clinton County Community Action Program	18	2	45	8	12	10	18	26	139
Meda-Care Transportation, Inc.	0	0	0	2	2	4	0	4	12
Valley Transport LLC	0	44	60	87	85	111	54	4	445
Warren County Community Service	0	0	6	0	0	10	12	10	38
Total Billable Units	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	634

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.00%	4.35%	40.54%	8.25%	12.12%	7.41%	21.43%	59.09%
Meda-Care Transportation, Inc.	0	0	0	2.06%	2.02%	2.96%	0	9.09%
Valley Transport LLC	0	95.65%	54.05%	89.69%	85.86%	82.22%	64.29%	9.09%
Warren County Community Service	0	0	5.41%	0	0	7.41%	14.29%	22.73%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Clinton County Community Action Program	3	1	3	3	1	2	4	5	3
Meda-Care Transportation, Inc.	0	0	0	1	1	2	0	2	2
Valley Transport LLC	0	3	8	5	6	4	4	2	5
Warren County Community Service	0	0	1	0	0	1	2	2	2
Total Distinct Clients Served	3	4	12	9	8	9	10	11	3

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	1	1	7	2	1	2	1	2
Clinton County Community Action Program	39	27	30	33	22	12	0	0
First Community Health Services, LLC	1	1	0	1	0	1	0	0
Gabriel's Angels Homecare, LLC	13	11	7	16	17	22	28	25
Heavenly Helpers	0	0	0	0	0	0	0	4
Katy's Home Health Care LLC	8	10	19	20	12	20	18	23

Home Delivered Meals								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	14	24	21	23	21	29	25	31

Medical Transportation								
		2021	2022		2022	2022	2023	2023
Provider Name	Q	Q4	Q1	Q	Q3	Q4	Q1	Q2
Clinton County Community Action Program	0	0	3	0	2	0	1	1
Valley Transport LLC	0	1	1	0	1	0	0	0
Warren County Community Service	0	0	0	0	0	1	0	0

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	92.9%	100.0%	100.0%	50.0%	80.0%	100.0%
Clinton County Community Action Program	99.4%	98.1%	98.9%	99.1%	97.2%	98.3%	No Data	No Data
First Community Health Services, LLC	70.0%	100.0%	No Data	90.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	99.2%	98.6%	98.6%	96.0%	85.2%	94.4%	91.5%	97.5%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	97.1%	100.0%	92.1%	93.0%	98.3%	95.0%	92.2%	96.5%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
First Community Health Services, LLC	0.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	92.9%	88.2%	95.5%	92.3%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	95.5%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
Provider Name	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	97.3%	100.0%	96.4%	100.0%	100.0%	100.0%	No Data	No Data
First Community Health Services, LLC	0.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	93.3%	81.8%	100.0%	95.8%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	78.9%	95.0%	100.0%	95.0%	88.9%	95.2%

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

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	92.6%	100.0%	100.0%	95.2%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	92.3%	100.0%	100.0%	93.8%	82.4%	90.9%	85.7%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	71.4%	100.0%	63.2%	70.0%	83.3%	95.0%	94.4%	87.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	85.0%	100.0%	95.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Provider Name								
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	94.1%	95.5%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	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

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	96.7%	100.0%	95.5%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	82.4%	95.5%	88.9%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	84.2%	90.0%	100.0%	85.0%	83.3%	95.7%

Does your aide do the things you ask them to do?

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	96.3%	100.0%	100.0%	95.5%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	85.7%	93.8%	100.0%	90.9%	92.9%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	57.1%	100.0%	100.0%	50.0%	0.0%	100.0%
Clinton County Community Action Program	96.9%	91.7%	95.8%	90.6%	90.0%	83.3%	No Data	No Data
First Community Health Services, LLC	0.0%	100.0%	No Data	0.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	85.7%	100.0%	92.3%	47.1%	85.0%	81.0%	87.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	92.9%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	94.7%	100.0%	100.0%	95.0%	94.4%	95.7%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	0.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
First Community Health Services, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	93.8%	88.2%	95.5%	85.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	95.0%	100.0%	90.0%	83.3%	95.7%

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	99.1%	95.8%	89.5%	97.8%	94.5%	93.5%	95.0%	96.3%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.4%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 2.1%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	91.7%	76.2%	100.0%	81.0%	79.3%	92.0%	90.3%

Can you depend on your meals driver?								
Historical Average: 99.4%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 0.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	95.8%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	93.8%	100.0%	94.1%	100.0%	100.0%	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

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?								
Historical Average: 98.8%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 0.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	95.2%	100.0%	95.0%	100.0%	100.0%	100.0%

Do you have a good choice of meals?								
Historical Average: 93.6%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 2.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	92.9%	83.3%	60.0%	82.6%	85.7%	79.3%	68.0%	83.9%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.8%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	95.8%	95.2%	100.0%	100.0%	96.6%	100.0%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2021	2021	2022	2022	2022	2022	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	100.0%	100.0%	95.2%	100.0%	100.0%	96.6%	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

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	75.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	50.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	50.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

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%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	50.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	50.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1%

½ Historical Standard Deviation: 4.5%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

Is the ride a pleasant experience?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

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

Historical Average: 96.8%

½ Historical Standard Deviation: 2.4%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Clinton County Community Action Program	No Data	No Data	100.0%	No Data	50.0%	No Data	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	No Data

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

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

1. SASI counts and Yes/No answers for each SASI question from 19,955 SASIs collected over a two year period from July 1, 2021 through June 30th 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score