



Clinton County



Provider Quality Report

Quarter 3, 2022

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Provider Activity	4
Electronic Monitoring System	5
Home Delivered Meals	6
Home Medical Equipment	7
Home Modification	8
Consumer Directed Care	9
Homemaking	10
Personal Care	11
Respite	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 20
Home Delivered Meals	21 - 23
Medical Transportation	24 - 26

Appendix A: Methodology for SASI Analysis	27
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Provider Quality Report: Introduction

Clinton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year(e.g. Quarter 1 is Jan-March).
- As of Q2 2022, Appendix B has been changed to the "Provider Activity" sheet and can now be found on page 4 of this report. The "Provider Activity" sheet will list all providers who recently had a change in status such as one of the following: Terminated, newly added, or placed 'On Hold'.
- As of Q2 2022, the Service Metrics section of the report was reorganized by grouping all Home Care Assistance related service pages together. Consumer Directed Care, Homemaking, Personal Care and Respite will follow after the other 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 (Q3, 2019 and after)
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

Adult Day Service Billable Units:

Beginning March 23, 2020, the Adult Day Service was not active per executive order from the Governor. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.



Provider Quality Report: Provider Activity

Clinton County ESP

Terminated Providers	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

New Providers	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
Warren County Community Services	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

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

Clinton County ESP

Electronic Monitoring System

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	958	930	868	860	843	823	802	831	6,913
Total Billable Units	958	930	868	860	843	823	802	831	6,913

Market Share									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	309	302	284	285	275	267	256	260	280
Total Distinct Clients Served	309	302	284	285	275	267	256	260	280

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Clinton County Community Action Program	9,788	8,121	7,618	7,703	7,319	6,290	8,118	8,442	63,399
Total Billable Units	9,788	8,121	7,618	7,703	7,319	6,290	8,118	8,442	63,399

Market Share									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
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									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Clinton County Community Action Program	145	120	110	119	108	107	133	140	123
Total Distinct Clients Served	145	120	110	119	108	107	133	140	123

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
American Ramp Systems	2	0	0	0	0	0	0	0	2
Bernens Medical	4	9	9	17	6	10	13	10	78
Home First	0	1	1	1	1	2	1	4	11
Mullaney's Pharmacy & Home Health Care	0	2	5	1	1	4	5	6	24
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
Total Billable Units	6	12	15	20	8	16	19	20	116

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
American Ramp Systems	33.33%	0	0	0	0	0	0	0
Bernens Medical	66.67%	75.00%	60.00%	85.00%	75.00%	62.50%	68.42%	50.00%
Home First	0	8.33%	6.67%	5.00%	12.50%	12.50%	5.26%	20.00%
Mullaney's Pharmacy & Home Health Care	0	16.67%	33.33%	5.00%	12.50%	25.00%	26.32%	30.00%
Stateline Medical Equipment	0	0	0	5.00%	0	0	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
American Ramp Systems	1	0	0	0	0	0	0	0	1
Bernens Medical	3	8	9	13	5	9	11	10	9
Home First	0	1	1	1	1	2	1	4	2
Mullaney's Pharmacy & Home Health Care	0	2	3	1	1	4	5	6	3
Stateline Medical Equipment	0	0	0	1	0	0	0	0	1
Total Distinct Clients Served	4	11	13	16	7	15	17	20	4

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	8	6	5	11	8	7	12	13	70
MedAdapt Ltd.	0	1	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	0	2	1	3
Tri-State Maintenance	0	1	0	1	0	3	2	3	10
Total Billable Units	8	8	5	12	8	10	16	17	84

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home First	100.00%	75.00%	100.00%	91.67%	100.00%	70.00%	75.00%	76.47%
MedAdapt Ltd.	0	12.50%	0	0	0	0	0	0
Stateline Medical Equipment	0	0	0	0	0	0	12.50%	5.88%
Tri-State Maintenance	0	12.50%	0	8.33%	0	30.00%	12.50%	17.65%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	7	5	4	9	8	6	12	11	8
MedAdapt Ltd.	0	1	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	0	2	1	2
Tri-State Maintenance	0	1	0	1	0	3	2	3	2
Total Distinct Clients Served	7	7	4	10	8	9	16	15	5

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Acumen Fiscal Agent	1,687	1,693	1,829	1,483	2,117	1,889	1,752	0	12,450
Palco, Inc.	0	0	0	0	0	0	0	2,438	2,438
Total Billable Units	1,687	1,693	1,829	1,483	2,117	1,889	1,752	2,438	14,888

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0
Palco, Inc.	0	0	0	0	0	0	0	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	16	16	17	16	18	14	17	0	16
Palco, Inc.	0	0	0	0	0	0	0	16	16
Total Distinct Clients Served	16	16	17	16	18	14	17	16	16

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Assisted Care by Black Stone of CIN	548	472	386	382	277	250	316	292	2,920
Clinton County Community Action Program	2,293	2,304	2,482	2,385	2,317	2,075	1,939	1,828	17,623
First Community Health Services, LLC	214	123	193	80	155	96	82	32	975
Gabriel's Angels Homecare, LLC	915	828	961	1,008	1,025	865	1,116	1,358	8,073
Katy's Home Health Care LLC	1,081	933	1,136	905	974	684	885	1,083	7,681
Total Billable Units	5,050	4,659	5,158	4,759	4,747	3,970	4,338	4,593	37,272

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	10.84%	10.12%	7.48%	8.02%	5.82%	6.29%	7.28%	6.35%
Clinton County Community Action Program	45.40%	49.46%	48.13%	50.11%	48.81%	52.27%	44.70%	39.81%
First Community Health Services, LLC	4.24%	2.64%	3.75%	1.68%	3.27%	2.42%	1.89%	0.70%
Gabriel's Angels Homecare, LLC	18.11%	17.76%	18.62%	21.17%	21.59%	21.79%	25.72%	29.56%
Katy's Home Health Care LLC	21.41%	20.02%	22.02%	19.02%	20.52%	17.23%	20.41%	23.59%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	19	17	12	11	10	9	9	9	12
Clinton County Community Action Program	148	145	144	142	139	133	123	105	135
First Community Health Services, LLC	8	7	6	4	4	3	2	2	5
Gabriel's Angels Homecare, LLC	34	42	46	50	49	52	67	79	52
Katy's Home Health Care LLC	63	52	54	50	48	43	52	59	53
Total Distinct Clients Served	272	263	262	257	250	240	253	254	51

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Assisted Care by Black Stone of CIN	114	130	122	62	2	19	38	34	520
First Community Health Services, LLC	128	85	7	0	0	0	0	0	220
Katy's Home Health Care LLC	1,030	916	916	809	772	501	369	428	5,740
Total Billable Units	1,272	1,131	1,045	871	774	520	407	462	6,480

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	8.93%	11.46%	11.68%	7.15%	0.26%	3.66%	9.34%	7.31%
First Community Health Services, LLC	10.07%	7.52%	0.67%	0	0	0	0	0
Katy's Home Health Care LLC	81.01%	81.03%	87.65%	92.85%	99.74%	96.34%	90.66%	92.69%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	5	5	3	3	1	1	3	3	3
First Community Health Services, LLC	2	3	1	0	0	0	0	0	2
Katy's Home Health Care LLC	36	31	36	33	32	28	20	23	30
Total Distinct Clients Served	43	39	40	36	33	29	23	26	14

Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	0	8	0	0	10	6	23
Katy's Home Health Care LLC	165	145	142	148	92	52	92	75	911
Total Billable Units	165	145	142	156	92	52	102	81	934

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	0	0	0	4.97%	0	0	9.36%	7.12%
Katy's Home Health Care LLC	100.00%	100.00%	100.00%	95.03%	100.00%	100.00%	90.64%	92.88%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	0	1	0	0	1	1	1
Katy's Home Health Care LLC	7	8	7	6	7	3	3	3	6
Total Distinct Clients Served	7	8	7	7	7	3	4	4	4

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	1	2	0	1	2	0	2	0	8
Total Billable Units	1	2	0	1	2	0	2	0	8

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Home First	100.00%	100.00%	0	100.00%	100.00%	0	100.00%	0
Total Market Share	100.00%	100.00%	0	100.00%	100.00%	0	100.00%	0

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	1	2	0	1	2	0	2	0	2
Total Distinct Clients Served	1	2	0	1	2	0	2	0	2

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	0	8	4	1	0	0	0	13
Milt's Termite & Pest Control	13	9	4	0	0	1	4	3	34
Total Billable Units	13	9	12	4	1	1	4	3	47

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	0	0	66.67%	100.00%	100.00%	0	0	0
Milt's Termite & Pest Control	100.00%	100.00%	33.33%	0	0	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									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	0	0	2	2	1	0	0	0	2
Milt's Termite & Pest Control	5	5	2	0	0	1	2	2	3
Total Distinct Clients Served	5	5	4	2	1	1	2	2	2

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Clinton County Community Action Program	6	18	12	18	2	45	8	12	121
Meda-Care Transportation, Inc.	0	0	0	0	0	0	2	2	4
Valley Transport LLC	0	0	0	0	44	60	87	85	276
Warren County Community Service	0	0	0	0	0	6	0	0	6
Total Billable Units	6	18	12	18	46	111	97	99	407

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%	4.35%	40.54%	8.25%	12.12%
Meda-Care Transportation, Inc.	0	0	0	0	0	0	2.06%	2.02%
Valley Transport LLC	0	0	0	0	95.65%	54.05%	89.69%	85.86%
Warren County Community Service	0	0	0	0	0	5.41%	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Clinton County Community Action Program	2	5	3	3	1	3	3	1	3
Meda-Care Transportation, Inc.	0	0	0	0	0	0	1	1	1
Valley Transport LLC	0	0	0	0	3	8	5	6	6
Warren County Community Service	0	0	0	0	0	1	0	0	1
Total Distinct Clients Served	2	5	3	3	4	12	9	8	3

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	6	9	4	1	1	7	2	1
Clinton County Community Action Program	49	53	50	39	27	30	33	22
First Community Health Services, LLC	4	2	2	1	1	0	1	0
Gabriel's Angels Homecare, LLC	9	12	9	13	10	7	16	17
Katy's Home Health Care LLC	24	19	19	8	10	19	20	12

Home Delivered Meals								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	40	30	33	14	24	21	23	21

Medical Transportation								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	0	0	0	0	0	3	0	2
Valley Transport LLC	0	0	0	0	1	1	0	1

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	96.7%	93.8%	92.5%	100.0%	100.0%	92.9%	100.0%	100.0%
Clinton County Community Action Program	99.3%	98.6%	98.6%	99.4%	98.1%	98.9%	99.1%	97.2%
First Community Health Services, LLC	100.0%	90.0%	100.0%	70.0%	100.0%	No Data	90.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	98.1%	93.2%	99.2%	98.3%	98.6%	96.0%	85.2%
Katy's Home Health Care LLC	95.3%	95.8%	90.9%	97.1%	100.0%	92.1%	93.0%	98.3%

Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%

½ Historical Standard Deviation: 5.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	87.5%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Clinton County Community Action Program	100.0%	96.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	0.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	92.9%	88.2%
Katy's Home Health Care LLC	95.8%	100.0%	88.9%	100.0%	100.0%	100.0%	95.0%	100.0%

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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Clinton County Community Action Program	100.0%	95.8%	97.9%	97.3%	100.0%	96.4%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	0.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	81.8%
Katy's Home Health Care LLC	95.5%	100.0%	88.9%	100.0%	100.0%	78.9%	95.0%	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

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	98.0%	100.0%	98.0%	100.0%	92.6%	100.0%	100.0%	95.2%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	92.3%	100.0%	100.0%	93.8%	82.4%
Katy's Home Health Care LLC	82.6%	84.2%	73.7%	71.4%	100.0%	63.2%	70.0%	83.3%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%
Katy's Home Health Care LLC	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	98.0%	100.0%	100.0%	96.7%	100.0%	95.5%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	82.4%
Katy's Home Health Care LLC	100.0%	94.4%	100.0%	100.0%	100.0%	84.2%	90.0%	100.0%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	95.5%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	100.0%	100.0%	85.7%	93.8%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	66.7%	50.0%	75.0%	100.0%	100.0%	57.1%	100.0%	100.0%
Clinton County Community Action Program	95.2%	93.6%	93.8%	96.9%	91.7%	95.8%	90.6%	90.0%
First Community Health Services, LLC	100.0%	0.0%	100.0%	0.0%	100.0%	No Data	0.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	88.9%	87.5%	100.0%	83.3%	100.0%	92.3%	47.1%
Katy's Home Health Care LLC	91.3%	89.5%	84.2%	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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
Katy's Home Health Care LLC	95.8%	94.7%	84.2%	100.0%	100.0%	94.7%	100.0%	100.0%

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

Historical Average: 88.0%

½ Historical Standard Deviation: 6.6%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clinton County Community Action Program	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	93.8%	88.2%
Katy's Home Health Care LLC	95.8%	94.7%	89.5%	100.0%	100.0%	100.0%	95.0%	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 Delivered Meals SASI Scores

Overall Percentage

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	97.5%	98.7%	97.7%	99.1%	95.8%	89.5%	97.8%	94.5%

Are the people at [HDM Service Provider] responsive?

Historical Average: 98.5%

½ Historical Standard Deviation: 1.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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%

½ Historical Standard Deviation: 2.1%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	97.5%	100.0%	97.0%	100.0%	91.7%	76.2%	100.0%	81.0%

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 Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	95.8%	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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	94.1%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	95.0%

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 Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	82.5%	89.7%	87.9%	92.9%	83.3%	60.0%	82.6%	85.7%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	97.0%	100.0%	95.8%	95.2%	100.0%	100.0%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	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								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	75.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	50.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	50.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

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%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	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

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	50.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

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

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

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

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	50.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	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

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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

Is the ride a pleasant experience?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

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

Historical Average: 96.8%

½ Historical Standard Deviation: 2.4%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Clinton County Community Action Program	No Data	No Data	No Data	No Data	No Data	100.0%	No Data	50.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%

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

Appendix A: Methodology for SASI Analysis

Clinton 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 22,931 SASIs collected over a two year period from October 1, 2020 through September 30, 2022 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 4, 2020 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