



Clinton County



Provider Quality Report

Quarter 4, 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
---	----



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 Q1 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.

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

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
Clinton County Community Action Program	Independent Living Assistance	11/30/2022

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
-------------------	-----------------	-----------

Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	930	868	860	843	823	802	831	824	6,779
Total Billable Units	930	868	860	843	823	802	831	824	6,779

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

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	8,121	7,618	7,703	7,319	6,290	8,118	8,442	8,623	62,234
Total Billable Units	8,121	7,618	7,703	7,319	6,290	8,118	8,442	8,623	62,234

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	120	110	119	108	107	133	140	147	123
Total Distinct Clients Served	120	110	119	108	107	133	140	147	123

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	9	9	17	6	10	13	10	17	91
Home First	1	1	1	1	2	1	4	2	13
Mullaney's Pharmacy & Home Health Care	2	5	1	1	4	5	6	6	30
Stateline Medical Equipment	0	0	1	0	0	0	0	0	1
Total Billable Units	12	15	20	8	16	19	20	25	135

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	75.00%	60.00%	85.00%	75.00%	62.50%	68.42%	50.00%	68.00%
Home First	8.33%	6.67%	5.00%	12.50%	12.50%	5.26%	20.00%	8.00%
Mullaney's Pharmacy & Home Health Care	16.67%	33.33%	5.00%	12.50%	25.00%	26.32%	30.00%	24.00%
Stateline Medical Equipment	0	0	5.00%	0	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									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Bernens Medical	8	9	13	5	9	11	10	15	10
Home First	1	1	1	1	2	1	4	2	2
Mullaney's Pharmacy & Home Health Care	2	3	1	1	4	5	6	6	4
Stateline Medical Equipment	0	0	1	0	0	0	0	0	1
Total Distinct Clients Served	11	13	16	7	15	17	20	23	5

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	6	5	11	8	7	12	13	17	79
MedAdapt Ltd.	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	2	1	1	4
Tri-State Maintenance	1	0	1	0	3	2	3	3	13
Total Billable Units	8	5	12	8	10	16	17	21	97

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	75.00%	100.00%	91.67%	100.00%	70.00%	75.00%	76.47%	80.95%
MedAdapt Ltd.	12.50%	0	0	0	0	0	0	0
Stateline Medical Equipment	0	0	0	0	0	12.50%	5.88%	4.76%
Tri-State Maintenance	12.50%	0	8.33%	0	30.00%	12.50%	17.65%	14.29%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	5	4	9	8	6	12	11	15	9
MedAdapt Ltd.	1	0	0	0	0	0	0	0	1
Stateline Medical Equipment	0	0	0	0	0	2	1	1	1
Tri-State Maintenance	1	0	1	0	3	2	3	3	2
Total Distinct Clients Served	7	4	10	8	9	16	15	19	5

Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	1,693	1,829	1,483	2,117	1,889	1,752	0	0	10,764
Palco, Inc.	0	0	0	0	0	0	2,438	1,545	3,982
Total Billable Units	1,693	1,829	1,483	2,117	1,889	1,752	2,438	1,545	14,746

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	0
Palco, Inc.	0	0	0	0	0	0	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	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	16	17	16	18	14	17	0	0	16
Palco, Inc.	0	0	0	0	0	0	16	14	15
Total Distinct Clients Served	16	17	16	18	14	17	16	14	16

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	472	386	382	277	250	316	292	154	2,526
Clinton County Community Action Program	2,304	2,482	2,385	2,317	2,075	1,939	1,828	786	16,116
First Community Health Services, LLC	123	193	80	155	96	82	32	20	781
Gabriel's Angels Homecare, LLC	828	961	1,008	1,025	865	1,116	1,358	1,493	8,651
Katy's Home Health Care LLC	933	1,136	905	974	684	885	1,083	1,353	7,953
Total Billable Units	4,659	5,158	4,759	4,747	3,970	4,338	4,593	3,805	36,027

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	10.12%	7.48%	8.02%	5.82%	6.29%	7.28%	6.35%	4.03%
Clinton County Community Action Program	49.46%	48.13%	50.11%	48.81%	52.27%	44.70%	39.81%	20.65%
First Community Health Services, LLC	2.64%	3.75%	1.68%	3.27%	2.42%	1.89%	0.70%	0.53%
Gabriel's Angels Homecare, LLC	17.76%	18.62%	21.17%	21.59%	21.79%	25.72%	29.56%	39.23%
Katy's Home Health Care LLC	20.02%	22.02%	19.02%	20.52%	17.23%	20.41%	23.59%	35.56%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	17	12	11	10	9	9	9	3	10
Clinton County Community Action Program	145	144	142	139	133	123	105	83	127
First Community Health Services, LLC	7	6	4	4	3	2	2	1	4
Gabriel's Angels Homecare, LLC	42	46	50	49	52	67	79	112	62
Katy's Home Health Care LLC	52	54	50	48	43	52	59	80	55
Total Distinct Clients Served	263	262	257	250	240	253	254	279	51

Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	130	122	62	2	19	38	34	20	426
First Community Health Services, LLC	85	7	0	0	0	0	0	0	92
Katy's Home Health Care LLC	916	916	809	772	501	369	428	370	5,079
Total Billable Units	1,131	1,045	871	774	520	407	462	389	5,597

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	11.46%	11.68%	7.15%	0.26%	3.66%	9.34%	7.31%	5.07%
First Community Health Services, LLC	7.52%	0.67%	0	0	0	0	0	0
Katy's Home Health Care LLC	81.03%	87.65%	92.85%	99.74%	96.34%	90.66%	92.69%	94.93%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	5	3	3	1	1	3	3	2	3
First Community Health Services, LLC	3	1	0	0	0	0	0	0	2
Katy's Home Health Care LLC	31	36	33	32	28	20	23	19	28
Total Distinct Clients Served	39	40	36	33	29	23	26	21	14

Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	8	0	0	10	6	0	23
Katy's Home Health Care LLC	145	142	148	92	52	92	75	11	757
Total Billable Units	145	142	156	92	52	102	81	11	780

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	0	0	4.97%	0	0	9.36%	7.12%	0
Katy's Home Health Care LLC	100.00%	100.00%	95.03%	100.00%	100.00%	90.64%	92.88%	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	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	1	0	0	1	1	0	1
Katy's Home Health Care LLC	8	7	6	7	3	3	3	1	5
Total Distinct Clients Served	8	7	7	7	3	4	4	1	4

Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	0	1	2	0	2	0	0	7
Total Billable Units	2	0	1	2	0	2	0	0	7

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

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

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	8	4	1	0	0	0	0	13
Milt's Termite & Pest Control	9	4	0	0	1	4	3	0	21
Total Billable Units	9	12	4	1	1	4	3	0	34

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	0	66.67%	100.00%	100.00%	0	0	0	0
Milt's Termite & Pest Control	100.00%	33.33%	0	0	100.00%	100.00%	100.00%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	0	2	2	1	0	0	0	0	2
Milt's Termite & Pest Control	5	2	0	0	1	2	2	0	2
Total Distinct Clients Served	5	4	2	1	1	2	2	0	2

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	18	12	18	2	45	8	12	10	125
Meda-Care Transportation, Inc.	0	0	0	0	0	2	2	4	8
Valley Transport LLC	0	0	0	44	60	87	85	111	387
Warren County Community Service	0	0	0	0	6	0	0	10	16
Total Billable Units	18	12	18	46	111	97	99	135	536

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

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

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	9	4	1	1	7	2	1	2
Clinton County Community Action Program	53	50	39	27	30	33	22	12
First Community Health Services, LLC	2	2	1	1	0	1	0	1
Gabriel's Angels Homecare, LLC	12	9	13	11	7	16	17	22
Katy's Home Health Care LLC	19	19	8	10	19	20	12	20

Home Delivered Meals								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	30	33	14	24	21	23	21	29

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	93.8%	92.5%	100.0%	100.0%	92.9%	100.0%	100.0%	50.0%
Clinton County Community Action Program	98.6%	98.6%	99.4%	98.1%	98.9%	99.1%	97.2%	98.3%
First Community Health Services, LLC	90.0%	100.0%	70.0%	100.0%	No Data	90.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	98.1%	93.2%	99.2%	98.6%	98.6%	96.0%	85.2%	94.4%
Katy's Home Health Care LLC	95.8%	90.9%	97.1%	100.0%	92.1%	93.0%	98.3%	95.0%

Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%

½ Historical Standard Deviation: 5.4%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	87.5%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	50.0%
Clinton County Community Action Program	96.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	0.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	100.0%	100.0%	100.0%	92.9%	88.2%	95.5%
Katy's Home Health Care LLC	100.0%	88.9%	100.0%	100.0%	100.0%	95.0%	100.0%	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%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	50.0%
Clinton County Community Action Program	95.8%	97.9%	97.3%	100.0%	96.4%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	100.0%	0.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	81.8%	100.0%
Katy's Home Health Care LLC	100.0%	88.9%	100.0%	100.0%	78.9%	95.0%	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 Care Assistance SASI Scores

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Clinton County Community Action Program	100.0%	98.0%	100.0%	92.6%	100.0%	100.0%	95.2%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	92.3%	100.0%	100.0%	93.8%	82.4%	90.9%
Katy's Home Health Care LLC	84.2%	73.7%	71.4%	100.0%	63.2%	70.0%	83.3%	95.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
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%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	85.0%	100.0%	95.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
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%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	95.5%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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 Care Assistance SASI Scores

Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Clinton County Community Action Program	100.0%	98.0%	100.0%	100.0%	96.7%	100.0%	95.5%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	82.4%	95.5%
Katy's Home Health Care LLC	94.4%	100.0%	100.0%	100.0%	84.2%	90.0%	100.0%	85.0%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	95.5%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	100.0%	100.0%	85.7%	93.8%	100.0%	90.9%
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%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	50.0%	75.0%	100.0%	100.0%	57.1%	100.0%	100.0%	50.0%
Clinton County Community Action Program	93.6%	93.8%	96.9%	91.7%	95.8%	90.6%	90.0%	83.3%
First Community Health Services, LLC	0.0%	100.0%	0.0%	100.0%	No Data	0.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	88.9%	87.5%	100.0%	85.7%	100.0%	92.3%	47.1%	85.0%
Katy's Home Health Care LLC	89.5%	84.2%	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

Is your aide dependable?								
Historical Average: 89.6%	2021	2021	2021	2021	2022	2022	2022	2022
½ Historical Standard Deviation: 6.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%
First Community Health Services, LLC	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%
Katy's Home Health Care LLC	94.7%	84.2%	100.0%	100.0%	94.7%	100.0%	100.0%	95.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2021	2021	2021	2021	2022	2022	2022	2022
½ Historical Standard Deviation: 6.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%
Clinton County Community Action Program	100.0%	98.0%	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%	No Data	100.0%	No Data	100.0%
Gabriel's Angels Homecare, LLC	100.0%	88.9%	100.0%	100.0%	100.0%	93.8%	88.2%	95.5%
Katy's Home Health Care LLC	94.7%	89.5%	100.0%	100.0%	100.0%	95.0%	100.0%	90.0%

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								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	98.7%	97.7%	99.1%	95.8%	89.5%	97.8%	94.5%	93.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	97.0%	100.0%	91.7%	76.2%	100.0%	81.0%	79.3%

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

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	96.6%

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%

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

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

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

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	89.7%	87.9%	92.9%	83.3%	60.0%	82.6%	85.7%	79.3%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	97.0%	100.0%	95.8%	95.2%	100.0%	100.0%	96.6%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	96.6%

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

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

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

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

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

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

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

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

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

Is the ride a pleasant experience?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

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

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

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 22,050 SASIs collected over a two year period from January 1, 2021 through December 31, 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 1, 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