



Clinton County



Provider Quality Report

Quarter 1, 2025



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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 January-March).
- 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.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

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	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Heavenly Helpers	Home Care Assistance	7/5/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	3/7/2025
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Senior Helpers of Cincinnati (SH of Southern Ohio, LLC.)	Home Care Assistance	11/1/2024
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024



Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Palco, Inc.	1,726	1,519	1,850	1,499	2,158	1,893	1,643	1,406	13,694
Total Billable Units	1,726	1,519	1,850	1,499	2,158	1,893	1,643	1,406	13,694

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Palco, 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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Palco, Inc.	14	12	18	21	26	22	23	26	20
Total Distinct Clients Served	14	12	18	21	26	22	23	26	20

Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Assisted Care by Black Stone of CIN	154	143	0	0	0	0	0	0	297
CareStar Inc.	43	2	0	0	0	0	0	0	45
First Community Health Services, LLC	26	26	24	37	98	163	147	124	644
Gabriels Angels Homecare, LLC	2,259	2,025	2,086	1,734	2,031	1,738	1,865	1,509	15,246
Heavenly Helpers	604	835	763	530	70	0	0	0	2,802
Katys Home Health Care LLC	2,063	1,699	2,257	2,339	2,642	2,305	2,275	2,183	17,764
Senior Helpers of Dayton	0	0	0	0	4	202	213	487	905
Total Billable Units	5,149	4,730	5,130	4,639	4,845	4,407	4,501	4,302	37,702

Market Share

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Assisted Care by Black Stone of CIN	2.99%	3.02%	0	0	0	0	0	0	
CareStar Inc.	0.84%	0.04%	0	0	0	0	0	0	
First Community Health Services, LLC	0.51%	0.55%	0.47%	0.79%	2.01%	3.69%	3.27%	2.88%	
Gabriels Angels Homecare, LLC	43.87%	42.81%	40.66%	37.37%	41.92%	39.43%	41.44%	35.07%	
Heavenly Helpers	11.73%	17.66%	14.88%	11.41%	1.44%	0	0	0	
Katys Home Health Care LLC	40.07%	35.92%	43.99%	50.42%	54.54%	52.31%	50.55%	50.74%	
Senior Helpers of Dayton	0	0	0	0	0.08%	4.57%	4.74%	11.31%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	3	2	0	0	0	0	0	0	3
CareStar Inc.	7	1	0	0	0	0	0	0	4
First Community Health Services, LLC	1	1	1	3	7	9	5	4	4
Gabriels Angels Homecare, LLC	121	119	120	124	137	130	116	122	124
Heavenly Helpers	39	50	47	39	13	0	0	0	38
Katys Home Health Care LLC	92	92	111	111	116	103	98	97	103
Senior Helpers of Dayton	0	0	0	0	3	15	20	23	15
Total Distinct Clients Served	263	265	279	277	276	257	239	246	57



Provider Quality Report: Service Metrics

Clinton County ESP

Emergency Response

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	726	616	679	677	633	677	738	711	5,456
Total Billable Units	726	616	679	677	633	677	738	711	5,456

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	237	226	231	241	220	230	256	266	238
Total Distinct Clients Served	237	226	231	241	220	230	256	266	238

Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	10,940	11,078	10,486	8,707	7,902	7,917	8,278	8,693	74,001
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	63	63
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	1,211	2,167	2,812	3,259	3,196	3,527	16,172
Total Billable Units	10,940	11,078	11,697	10,874	10,714	11,176	11,474	12,283	90,236

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.00%	100.00%	89.65%	80.07%	73.75%	70.84%	72.15%	70.77%
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	0.51%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	10.35%	19.93%	26.25%	29.16%	27.85%	28.71%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	168	181	154	131	117	118	119	131	140
Mayerson JCC (Jewish Community Center)	0	0	0	0	0	0	0	1	1
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	31	46	51	59	56	59	50
Total Distinct Clients Served	168	181	185	177	168	177	175	191	95

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Bernens Medical	19	7	19	9	7	1	3	3	68
Home First	6	9	4	11	10	6	18	10	74
Janz Medical Supply	0	0	0	0	0	0	1	5	6
Mullaney's Pharmacy & Home Health Care	2	5	0	1	0	0	0	0	8
Stateline Medical Equipment	1	0	0	0	0	0	0	4	5
Total Billable Units	28	21	23	21	17	7	22	22	161

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Bernens Medical	67.86%	33.33%	82.61%	42.86%	41.18%	14.29%	13.64%	13.64%
Home First	21.43%	42.86%	17.39%	52.38%	58.82%	85.71%	81.82%	45.45%
Janz Medical Supply	0	0	0	0	0	0	4.55%	22.73%
Mullaney's Pharmacy & Home Health Care	7.14%	23.81%	0	4.76%	0	0	0	0
Stateline Medical Equipment	3.57%	0	0	0	0	0	0	18.18%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Bernens Medical	18	7	18	7	6	1	2	2	8
Home First	6	9	4	11	10	6	13	9	9
Janz Medical Supply	0	0	0	0	0	0	1	2	2
Mullaney's Pharmacy & Home Health Care	2	4	0	1	0	0	0	0	2
Stateline Medical Equipment	1	0	0	0	0	0	0	3	2
Total Distinct Clients Served	27	20	22	19	16	7	16	16	6

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	0	0	0	0	1
Home First	27	12	1	3	1	4	1	9	58
Stateline Medical Equipment	1	0	0	0	0	0	0	0	1
Tri-State Maintenance	5	1	1	0	0	0	1	0	8
Total Billable Units	34	13	2	3	1	4	2	9	68

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Custom Home Elevator & Lift Co. Inc.	2.94%	0	0	0	0	0	0	0
Home First	79.41%	92.31%	50.00%	100.00%	100.00%	100.00%	50.00%	100.00%
Stateline Medical Equipment	2.94%	0	0	0	0	0	0	0
Tri-State Maintenance	14.71%	7.69%	50.00%	0	0	0	50.00%	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	0	0	0	0	1
Home First	17	9	1	3	1	4	1	8	6
Stateline Medical Equipment	1	0	0	0	0	0	0	0	1
Tri-State Maintenance	3	1	1	0	0	0	1	0	2
Total Distinct Clients Served	22	10	2	3	1	4	2	8	4



Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	1	1	1	0	0	0	0	3
Total Billable Units	0	1	1	1	0	0	0	0	3

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	0	100.00%	100.00%	100.00%	0	0	0	0
Total Market Share	0	100.00%	100.00%	100.00%	0	0	0	0

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	0	1	1	1	0	0	0	0	1
Total Distinct Clients Served	0	1	1	1	0	0	0	0	1

Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	3	1	0	0	0	0	0	0	4
Milts Termite & Pest Control	0	5	3	2	2	1	3	0	16
Total Billable Units	3	6	3	2	2	1	3	0	20

Market Share

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
All Gone Termite & Pest Control, Inc.	100.00%	16.67%	0	0	0	0	0	0	
Milts Termite & Pest Control	0	83.33%	100.00%	100.00%	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

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	1	1	0	0	0	0	0	0	1
Milts Termite & Pest Control	0	2	2	1	1	1	1	0	1
Total Distinct Clients Served	1	3	2	1	1	1	1	0	1

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	26	46	17	6	22	8	18	12	155
Meda-Care Transportation, Inc.	4	20	0	6	6	6	18	8	68
Valley Transport LLC	4	13	4	6	1	0	0	1	29
Warren County Community Service	10	29	18	32	34	23	25	21	192
Total Billable Units	44	108	39	50	63	37	61	42	444

Market Share

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Clinton County Community Action Program	59.09%	42.59%	43.59%	12.00%	34.92%	21.62%	29.51%	28.57%	
Meda-Care Transportation, Inc.	9.09%	18.52%	0	12.00%	9.52%	16.22%	29.51%	19.05%	
Valley Transport LLC	9.09%	12.04%	10.26%	12.00%	1.59%	0	0	2.38%	
Warren County Community Service	22.73%	26.85%	46.15%	64.00%	53.97%	62.16%	40.98%	50.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	5	6	4	3	8	4	7	4	5
Meda-Care Transportation, Inc.	2	2	0	3	2	3	4	3	3
Valley Transport LLC	2	7	1	3	1	0	0	1	3
Warren County Community Service	2	6	3	5	5	5	5	4	4
Total Distinct Clients Served	11	21	8	14	16	12	16	12	4

Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	2	0	0	0	0	0	0	0
CareStar Inc.	0	1	0	0	0	0	0	0
First Community Health Services, LLC	0	0	1	0	1	0	1	2
Gabriels Angels Homecare, LLC	25	22	28	21	35	47	42	34
Heavenly Helpers	7	9	6	15	4	0	0	0
Katys Home Health Care LLC	25	18	18	26	40	36	31	35
Senior Helpers of Dayton	0	0	0	0	0	1	2	7

Home Delivered Meals								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	35	29	37	35	41	36	29	41
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	4	10	16	9	22

Medical Transportation								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	1	2	0	3	2	2	0	1
Meda-Care Transportation, Inc.	0	0	0	0	0	0	0	1
Valley Transport LLC	0	0	0	0	1	0	0	0
Warren County Community Service	0	1	1	1	1	3	1	1

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	40.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	90.0%
Gabriels Angels Homecare, LLC	97.5%	96.3%	94.8%	94.6%	97.3%	94.7%	93.6%	90.5%
Heavenly Helpers	100.0%	90.0%	100.0%	82.6%	92.5%	No Data	No Data	No Data
Katys Home Health Care LLC	96.7%	92.5%	92.7%	95.8%	95.9%	91.9%	90.6%	94.3%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	95.0%	85.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	92.9%	84.8%
Heavenly Helpers	100.0%	100.0%	100.0%	92.9%	75.0%	No Data	No Data	No Data
Katys Home Health Care LLC	95.8%	94.1%	100.0%	100.0%	100.0%	97.2%	96.8%	97.1%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	71.4%

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	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	96.3%	100.0%	97.0%	97.9%	95.2%	88.2%
Heavenly Helpers	100.0%	88.9%	100.0%	73.3%	75.0%	No Data	No Data	No Data
Katys Home Health Care LLC	95.7%	88.9%	100.0%	96.2%	100.0%	97.1%	96.8%	91.4%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	71.4%

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%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	96.0%	90.9%	85.7%	85.0%	88.6%	85.1%	81.0%	82.4%
Heavenly Helpers	100.0%	66.7%	100.0%	80.0%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	88.0%	76.5%	72.2%	80.8%	77.5%	58.3%	61.3%	71.4%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	96.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	88.9%	100.0%	93.3%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	96.8%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	50.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	96.4%	95.2%	100.0%	97.9%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	93.3%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	94.4%	100.0%	96.2%	100.0%	97.2%	93.5%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	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%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	90.9%	96.4%	90.5%	100.0%	95.7%	95.2%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	96.0%	94.4%	88.9%	96.2%	95.0%	94.4%	80.6%	88.6%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	96.0%	90.9%	96.4%	95.2%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	100.0%	100.0%	100.0%	86.7%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	88.9%	94.4%	96.2%	100.0%	97.2%	93.5%	97.1%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%	85.7%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	50.0%
Gabriels Angels Homecare, LLC	87.0%	95.0%	91.3%	90.0%	90.3%	83.0%	81.0%	78.8%
Heavenly Helpers	100.0%	77.8%	100.0%	60.0%	75.0%	No Data	No Data	No Data
Katys Home Health Care LLC	100.0%	93.8%	94.1%	100.0%	91.9%	93.8%	93.3%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	71.4%

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%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	95.5%	96.4%	95.2%	97.1%	91.5%	97.6%	85.3%
Heavenly Helpers	100.0%	88.9%	100.0%	86.7%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	96.0%	100.0%	88.9%	96.2%	97.4%	91.7%	96.7%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	85.7%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Assisted Care by Black Stone of CIN	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Gabriels Angels Homecare, LLC	100.0%	100.0%	96.4%	95.0%	100.0%	95.7%	92.9%	85.3%
Heavenly Helpers	100.0%	88.9%	100.0%	73.3%	100.0%	No Data	No Data	No Data
Katys Home Health Care LLC	96.0%	94.4%	88.9%	96.2%	97.5%	94.4%	96.8%	97.1%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	71.4%

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								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	96.1%	94.9%	91.7%	97.8%	98.2%	99.1%	98.2%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	81.3%	96.3%	94.5%	100.0%	99.4%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	100.0%	93.8%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	91.4%	89.7%	83.8%	82.4%	90.0%	94.4%	96.6%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	25.0%	100.0%	93.3%	100.0%	100.0%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.7%	100.0%	100.0%	94.1%	100.0%	97.1%	100.0%	97.5%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	100.0%	93.8%	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 Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	96.6%	97.3%	97.1%	97.6%	97.2%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	75.0%	100.0%	100.0%	100.0%	100.0%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	82.9%	86.2%	86.5%	65.7%	97.5%	97.2%	100.0%	95.1%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	80.0%	81.3%	100.0%	95.5%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	97.3%	97.1%	100.0%	100.0%	100.0%	97.6%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	100.0%	90.0%	93.8%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	96.6%	94.6%	97.1%	97.6%	100.0%	96.6%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	50.0%	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

Medical Transportation SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	90.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	80.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%								
½ Historical Standard Deviation: 2.5%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	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

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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	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

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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is the ride a pleasant experience?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	50.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Historical Average: 96.8%

½ Historical Standard Deviation: 2.4%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	No Data	No Data	No Data
Warren County Community Service	No Data	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.

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 26,949 SASIs collected over a two year period from April 1, 2023 through March 31st 2025 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 2, 2023 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