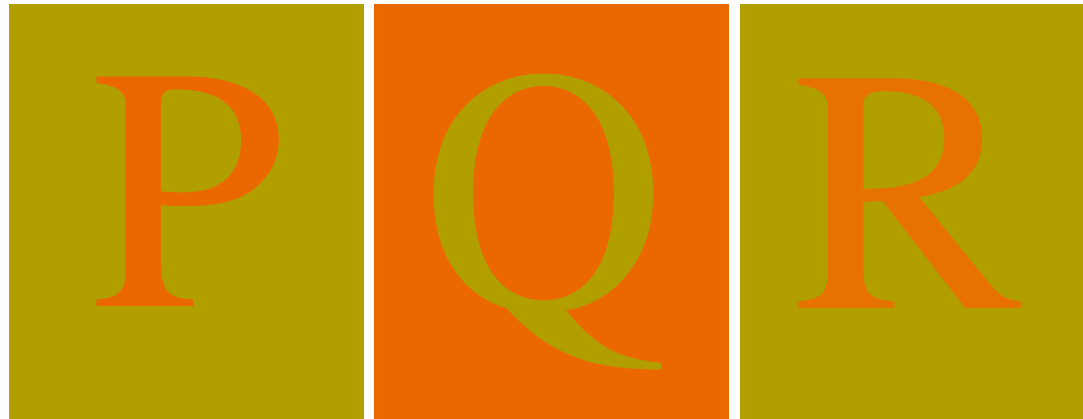




Clinton County



Provider Quality Report

Quarter 4, 2023

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Provider Activity	4
Consumer Directed Care	5
Home Care Assistance	6
Homemaking	7
Personal Care	8
Respite	9
Electronic Monitoring System	10
Home Delivered Meals	11
Home Medical Equipment	12
Home Modification	13
Major Housecleaning	14
Pest Control	15
Transportation	16

Satisfaction Metrics	
Service	Page(s)
SASI Counts	17
Home Care Assistance	18 - 21
Home Delivered Meals	22 - 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 January-March).
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics section of the report was reorganized by grouping all Home Care Assistance related service pages together
- As of January 1st, 2023, all Homemaking, Personal Care and Respite services have been reclassified as "Home Care Assistance" and will appear in it's own seperate service metric category going forward.

Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour (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

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
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Care Star Inc.	Home Care Assistance	12/31/2023
Clinton County Adult Day Center, Inc.	Adult Day Care	3/1/2022
Clinton County Community Action Program	Homemaking	11/30/2022

Provider	Service Delivered - New	Effective
American Maid DBA Heavenly Helpers	Home Care Assistance	1/1/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Care Star Inc.	Home Care Assistance	1/1/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Palco, Inc.	Consumer Directed Care	1/10/2022
Tri-State Maintenance	HME	2/17/2023

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



Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	1,889	1,752	0	0	0	0	0	0	3,642
Palco, Inc.	0	0	2,438	1,545	2,149	1,726	1,519	1,850	11,226
Total Billable Units	1,889	1,752	2,438	1,545	2,149	1,726	1,519	1,850	14,867

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

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	14	17	0	0	0	0	0	0	16
Palco, Inc.	0	0	16	14	20	14	12	18	16
Total Distinct Clients Served	14	17	16	14	20	14	12	18	16

Provider Quality Report: Service Metrics

Clinton County ESP

Home Care Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	0	0	0	0	192	154	143	0	489
CareStar Inc.	0	0	0	0	31	43	2	0	76
First Community Health Services, LLC	0	0	0	0	26	26	26	24	102
Gabriel's Angels Homecare, LLC	0	0	0	0	1368	2,259	2,025	2,086	7,737
Heavenly Helpers	0	0	0	0	393	604	835	763	2,596
Katy's Home Health Care LLC	0	0	0	0	1995	2,063	1,699	2,257	8,014
Total Billable Units	0	0	0	0	4,005	5,149	4,730	5,130	18,989

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	0	0	0	0	4.79%	2.99%	3.02%	0
CareStar Inc.	0	0	0	0	0.77%	0.84%	0.04%	0
First Community Health Services, LLC	0	0	0	0	0.65%	0.51%	0.55%	0.47%
Gabriel's Angels Homecare, LLC	0	0	0	0	34.16%	43.87%	42.81%	40.66%
Heavenly Helpers	0	0	0	0	9.81%	11.73%	17.66%	14.88%
Katy's Home Health Care LLC	0	0	0	0	49.81%	40.07%	35.92%	43.99%
Total Market Share	0	0	0	0	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	0	0	0	4	3	2	0	4
CareStar Inc.	0	0	0	0	6	7	1	0	5
First Community Health Services, LLC	0	0	0	0	1	1	1	1	1
Gabriel's Angels Homecare, LLC	0	0	0	0	111	121	119	120	116
Heavenly Helpers	0	0	0	0	40	39	50	47	44
Katy's Home Health Care LLC	0	0	0	0	104	92	92	111	98
Total Distinct Clients Served	0	0	0	0	266	263	265	279	45

Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	250	316	292	154	0	0	0	0	1,011
Clinton County Community Action Program	2,075	1,939	1,828	786	0	0	0	0	6,628
First Community Health Services, LLC	96	82	32	20	0	0	0	0	230
Gabriel's Angels Homecare, LLC	865	1,116	1,358	1,493	0	0	0	0	4,845
Katy's Home Health Care LLC	684	885	1,083	1,353	0	0	0	0	4,009
Total Billable Units	3,970	4,338	4,593	3,805	0	0	0	0	16,722

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

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	9	9	9	3	0	0	0	0	8
Clinton County Community Action Program	133	123	105	83	0	0	0	0	111
First Community Health Services, LLC	3	2	2	1	0	0	0	0	2
Gabriel's Angels Homecare, LLC	52	67	79	112	0	0	0	0	78
Katy's Home Health Care LLC	43	52	59	80	0	0	0	0	59
Total Distinct Clients Served	240	253	254	279	0	0	0	0	52



Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units

	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	19	38	34	20	0	0	0	0	111
Katy's Home Health Care LLC	501	369	428	370	0	0	0	0	1667
Total Billable Units	520	407	462	389	0	0	0	0	1778

Market Share

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

Distinct Clients Served

	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	1	3	3	2	0	0	0	0	1
Katy's Home Health Care LLC	28	20	23	19	0	0	0	0	17
Total Distinct Clients Served	29	23	26	21	0	0	0	0	8



Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Assisted Care by Black Stone of CIN	0	10	6	0	0	0	0	0	15
Katy's Home Health Care LLC	52	92	75	11	0	0	0	0	230
Total Billable Units	52	102	81	11	0	0	0	0	245

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

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Assisted Care by Black Stone of CIN	0	1	1	0	0	0	0	0	1
Katy's Home Health Care LLC	3	3	3	1	0	0	0	0	3
Total Distinct Clients Served	3	4	4	1	0	0	0	0	2



Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	823	802	831	824	708	952	787	832	6,558
Total Billable Units	823	802	831	824	708	952	787	832	6,558

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

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	267	256	260	267	254	267	254	260	261
Total Distinct Clients Served	267	256	260	267	254	267	254	260	261



Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	6,290	8,118	8,442	8,623	9,359	10,940	11,078	10,486	73,336
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	1,211	1,211
Total Billable Units	6,290	8,118	8,442	8,623	9,359	10,940	11,078	11,697	74,547

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
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%	89.65%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	10.35%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	107	133	140	147	156	168	181	154	148
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	31	31
Total Distinct Clients Served	107	133	140	147	156	168	181	185	135

Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	10	13	10	17	16	19	7	19	111
Home First	2	1	4	2	1	6	9	4	29
Mullaney's Pharmacy & Home Health Care	4	5	6	6	3	2	5	0	31
Stateline Medical Equipment	0	0	0	0	0	1	0	0	1
Total Billable Units	16	19	20	25	20	28	21	23	172

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	62.50%	68.42%	50.00%	68.00%	80.00%	67.86%	33.33%	82.61%
Home First	12.50%	5.26%	20.00%	8.00%	5.00%	21.43%	42.86%	17.39%
Mullaney's Pharmacy & Home Health Care	25.00%	26.32%	30.00%	24.00%	15.00%	7.14%	23.81%	0
Stateline Medical Equipment	0	0	0	0	0	3.57%	0	0
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Bernens Medical	9	11	10	15	13	18	7	18	13
Home First	2	1	4	2	1	6	9	4	4
Mullaney's Pharmacy & Home Health Care	4	5	6	6	3	2	4	0	4
Stateline Medical Equipment	0	0	0	0	0	1	0	0	1
Total Distinct Clients Served	15	17	20	23	17	27	20	22	7

Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	1	1	0	0	2
Home First	7	12	13	17	12	27	12	1	101
Stateline Medical Equipment	0	2	1	1	0	1	0	0	5
Tri-State Maintenance	3	2	3	3	5	5	1	1	23
Total Billable Units	10	16	17	21	18	34	13	2	131

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Custom Home Elevator & Lift Co. Inc.	0	0	0	0	5.56%	2.94%	0	0
Home First	70.00%	75.00%	76.47%	80.95%	66.67%	79.41%	92.31%	50.00%
Stateline Medical Equipment	0	12.50%	5.88%	4.76%	0	2.94%	0	0
Tri-State Maintenance	30.00%	12.50%	17.65%	14.29%	27.78%	14.71%	7.69%	50.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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



Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	0	2	0	0	0	0	1	1	4
Total Billable Units	0	2	0	0	0	0	1	1	4

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

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



Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	0	0	0	0	3	3	1	0	7
Milt's Termite & Pest Control	1	4	3	0	0	0	5	3	16
Total Billable Units	1	4	3	0	3	3	6	3	23

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	0	0	0	0	100.00%	100.00%	16.67%	0
Milt's Termite & Pest Control	100.00%	100.00%	100.00%	0	0	0	83.33%	100.00%
Total Market Share	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	0	0	0	0	1	1	1	0	1
Milt's Termite & Pest Control	1	2	2	0	0	0	2	2	2
Total Distinct Clients Served	1	2	2	0	1	1	3	2	2

Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Clinton County Community Action Program	45	8	12	10	18	26	46	17	182
Meda-Care Transportation, Inc.	0	2	2	4	0	4	20	0	32
Valley Transport LLC	60	87	85	111	54	4	13	4	418
Warren County Community Service	6	0	0	10	12	10	29	18	85
Total Billable Units	111	97	99	135	84	44	108	39	717

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	40.54%	8.25%	12.12%	7.41%	21.43%	59.09%	42.59%	43.59%
Meda-Care Transportation, Inc.	0	2.06%	2.02%	2.96%	0	9.09%	18.52%	0
Valley Transport LLC	54.05%	89.69%	85.86%	82.22%	64.29%	9.09%	12.04%	10.26%
Warren County Community Service	5.41%	0	0	7.41%	14.29%	22.73%	26.85%	46.15%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Clinton County Community Action Program	3	3	1	2	4	5	6	4	4
Meda-Care Transportation, Inc.	0	1	1	2	0	2	2	0	2
Valley Transport LLC	8	5	6	4	4	2	7	1	5
Warren County Community Service	1	0	0	1	2	2	6	3	3
Total Distinct Clients Served	12	9	8	9	10	11	21	8	3



Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	7	2	1	2	1	2	0	0
CareStar Inc.	0	0	0	0	0	0	1	0
Clinton County Community Action Program	30	33	22	12	0	0	0	0
First Community Health Services, LLC	0	1	0	1	0	0	0	0
Gabriel's Angels Homecare, LLC	7	16	17	22	28	25	22	28
Heavenly Helpers	0	0	0	0	1	7	9	6
Katy's Home Health Care LLC	19	20	12	20	18	25	18	18

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	21	24	21	29	25	35	29	37

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	92.9%	100.0%	100.0%	50.0%	80.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	40.0%	No Data
Clinton County Community Action Program	98.9%	99.1%	97.2%	98.3%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	90.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	98.6%	96.0%	85.2%	94.4%	91.5%	97.5%	96.3%	94.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	50.0%	100.0%	90.0%	100.0%
Katy's Home Health Care LLC	92.1%	93.0%	98.3%	95.0%	92.2%	96.7%	92.5%	92.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	92.9%	88.2%	95.5%	92.3%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	95.0%	100.0%	100.0%	100.0%	95.8%	94.1%	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%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	85.7%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	96.4%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.3%	81.8%	100.0%	95.8%	100.0%	100.0%	96.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	78.9%	95.0%	100.0%	95.0%	88.9%	95.7%	88.9%	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 6.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.2%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.8%	82.4%	90.9%	85.7%	96.0%	90.9%	85.7%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	66.7%	100.0%
Katy's Home Health Care LLC	63.2%	70.0%	83.3%	95.0%	94.4%	88.0%	76.5%	72.2%

Do you like the way your aide treats you?								
Historical Average: 97.0%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	95.5%	100.0%	96.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	100.0%	85.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 3.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	94.1%	95.5%	100.0%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	94.4%	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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Clinton County Community Action Program	96.7%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	82.4%	95.5%	88.9%	100.0%	90.9%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	84.2%	90.0%	100.0%	85.0%	83.3%	96.0%	94.4%	88.9%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	85.7%	93.8%	100.0%	90.9%	92.9%	96.0%	90.9%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	88.9%	94.4%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Assisted Care by Black Stone of CIN	57.1%	100.0%	100.0%	50.0%	No Data	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	95.8%	90.6%	90.0%	83.3%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	92.3%	47.1%	85.0%	81.0%	87.0%	95.0%	91.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	77.8%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	93.8%	94.1%

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	95.5%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	100.0%	87.5%	100.0%	92.9%	100.0%	95.5%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	94.7%	100.0%	100.0%	95.0%	94.4%	96.0%	100.0%	88.9%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	50.0%	No Data	100.0%	No Data	No Data
CareStar Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
First Community Health Services, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Gabriel's Angels Homecare, LLC	100.0%	93.8%	88.2%	95.5%	85.7%	100.0%	100.0%	96.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	100.0%	88.9%	100.0%
Katy's Home Health Care LLC	100.0%	95.0%	100.0%	90.0%	83.3%	96.0%	94.4%	88.9%

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

Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	89.5%	97.9%	94.5%	93.5%	95.0%	96.4%	96.1%	94.9%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.4%								
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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.1%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	76.2%	100.0%	81.0%	79.3%	92.0%	91.4%	89.7%	83.8%

Can you depend on your meals driver?								
Historical Average: 99.4%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 0.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	100.0%	100.0%	96.6%	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	93.8%	100.0%	94.1%	100.0%	100.0%	96.7%	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 0.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	95.2%	100.0%	95.0%	100.0%	100.0%	100.0%	96.6%	97.3%

Do you have a good choice of meals?								
Historical Average: 93.6%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	60.0%	83.3%	85.7%	79.3%	68.0%	82.9%	86.2%	86.5%

Do your meals help you follow a healthy diet?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.8%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	95.2%	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%

Would you recommend [HDM Service Provider] to a family member or friend?								
Historical Average: 97.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.6%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	95.2%	100.0%	100.0%	96.6%	100.0%	100.0%	96.6%	94.6%

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								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	77.5%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

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

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

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

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

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

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

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Clinton County Community Action Program	100.0%	No Data	50.0%	No Data	100.0%	100.0%	100.0%	No Data
Valley Transport LLC	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data	No Data
Warren County Community Service	No Data	No Data	No Data	100.0%	No Data	No Data	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 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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