



## Hamilton County



## Provider Quality Report

Quarter 3, 2022

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# Provider Quality Report: Introduction

## Hamilton 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).
- Medical Transportation SASI scores for Q4 reflect no data due to the transition of all clients to home52.
- 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 page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.

#### **Billable Unit Conversions:**

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

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour

#### **Adult Day Service Billable Units:**

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

## Provider Quality Report: Provider Activity

### Hamilton County ESP

Terminated Providers	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Comfort Keepers	Home Care Assistance	10/1/2021
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Partners in Prime	Independent Living Assistance	3/2/2022

New Providers	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
Comfort and Care Home Health Agency, Inc.	Home Care Assistance	5/17/2021
Eastern Personnel Services	Home Care Assistance	7/19/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

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

Hamilton County ESP

### Adult Day Service

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Active Day of Cincinnati	0	6	222	284	264	209	232	196	1,412
Bayley Life ADC	454	514	719	791	776	746	802	851	5,652
Day Share Senior Services	0	0	0	0	0	0	41	87	128
Lincoln Heights Outreach Inc.	0	0	15	199	154	258	141	143	909
<b>Total Billable Units</b>	<b>454</b>	<b>520</b>	<b>956</b>	<b>1,274</b>	<b>1,193</b>	<b>1,213</b>	<b>1,216</b>	<b>1,276</b>	<b>8,228</b>

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Active Day of Cincinnati	0	1.15%	23.23%	22.29%	22.13%	17.20%	19.09%	15.32%
Bayley Life ADC	100.00%	98.85%	75.25%	62.09%	65.00%	61.53%	65.94%	66.65%
Day Share Senior Services	0	0	0	0	0	0	3.37%	6.82%
Lincoln Heights Outreach Inc.	0	0	1.52%	15.62%	12.87%	21.28%	11.60%	11.21%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Active Day of Cincinnati	0	1	8	10	10	11	15	12	10
Bayley Life ADC	22	21	32	36	34	32	32	35	31
Day Share Senior Services	0	0	0	0	0	0	2	2	2
Lincoln Heights Outreach Inc.	0	0	3	9	7	8	4	3	6
<b>Total Distinct Clients Served</b>	<b>22</b>	<b>22</b>	<b>43</b>	<b>55</b>	<b>51</b>	<b>51</b>	<b>53</b>	<b>52</b>	<b>15</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Electronic Monitoring System

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	9,111	9,068	8,898	8,978	8,707	8,318	8,199	8,362	69,640
<b>Total Billable Units</b>	<b>9,111</b>	<b>9,068</b>	<b>8,898</b>	<b>8,978</b>	<b>8,707</b>	<b>8,318</b>	<b>8,199</b>	<b>8,362</b>	<b>69,640</b>

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

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	3,025	3,025	3,005	2,985	2,922	2,779	2,753	2,756	2,906
<b>Total Distinct Clients Served</b>	<b>3,025</b>	<b>3,025</b>	<b>3,005</b>	<b>2,985</b>	<b>2,922</b>	<b>2,779</b>	<b>2,753</b>	<b>2,756</b>	<b>2,906</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Consumer Directed Care

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Acumen Fiscal Agent	17,490	18,630	20,054	21,485	24,247	24,236	23,862	34	150,039
Palco, Inc.	0	0	0	0	0	0	0	24,900	24,900
<b>Total Billable Units</b>	<b>17,490</b>	<b>18,630</b>	<b>20,054</b>	<b>21,485</b>	<b>24,247</b>	<b>24,236</b>	<b>23,862</b>	<b>24,934</b>	<b>174,939</b>

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.14%
Palco, Inc.	0	0	0	0	0	0	0	99.86%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	194	207	207	232	260	272	283	2	207
Palco, Inc.	0	0	0	0	0	0	0	247	247
<b>Total Distinct Clients Served</b>	<b>194</b>	<b>207</b>	<b>207</b>	<b>232</b>	<b>260</b>	<b>272</b>	<b>283</b>	<b>249</b>	<b>212</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Care Assistance

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
A Best Home Care, Inc.	0	0	51	153	174	152	121	167	818
A Miracle Home Care	18,774	18,956	21,981	24,482	24,824	24,189	26,843	29,422	189,471
Always There Healthcare LLC	0	0	6	474	598	960	1,473	1,051	4,562
Amaramedical Health Care Services, Inc.	6,024	6,333	6,674	6,679	6,838	5,742	5,142	4,937	48,369
Assisted Care by Black Stone of CIN	13,069	10,806	10,538	6,709	12,065	8,429	8,489	7,745	77,848
Bayley Life ADC	14	0	0	0	0	0	0	0	14
Comfort and Care Home Health Agency, Inc.	0	0	262	922	440	193	197	253	2,266
Comfort Keepers	331	834	937	393	0	0	0	0	2,495
Day Share Senior Services	200	261	327	346	315	278	153	140	2,018
Eastern Personnel Services, Inc.	0	0	0	0	0	1,302	1,111	592	3,005
Helping Hands Private Duty Homecare	16,860	12,906	11,388	9,647	8,193	6,165	6,978	1,739	73,875
Hillebrand Home Health	3,625	3,540	3,896	4,058	3,745	3,528	3,664	3,951	30,006
Interim HomeStyles of Greater Cincinnati, Inc.	7,321	6,567	5,518	5,079	4,569	4,565	4,476	4,079	42,175
LCD Home Health Agency	0	0	0	0	6	33	96	104	239
Nova Home Care	4,113	3,740	4,445	4,262	4,535	4,255	4,878	5,168	35,396
Prime Home Care, LLC	893	1,026	1,113	967	1,027	839	796	464	7,122
Quality Care	7,098	7,239	8,191	7,694	7,484	6,523	6,992	6,817	58,037
SH of Southern Ohio LLC	0	0	0	0	0	32	118	1,286	1,436
Superior Home Care, Inc.	5,154	4,883	5,649	5,814	5,463	4,585	4,863	5,119	41,529
<b>Total Billable Units</b>	<b>83,475</b>	<b>77,089</b>	<b>80,974</b>	<b>77,678</b>	<b>80,275</b>	<b>71,768</b>	<b>76,389</b>	<b>73,033</b>	<b>620,680</b>

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
A Best Home Care, Inc.	0	0	0.06%	0.20%	0.22%	0.21%	0.16%	0.23%	
A Miracle Home Care	22.49%	24.59%	27.15%	31.52%	30.92%	33.70%	35.14%	40.29%	
Always There Healthcare LLC	0	0	0.01%	0.61%	0.75%	1.34%	1.93%	1.44%	
Amaramedical Health Care Services, Inc.	7.22%	8.22%	8.24%	8.60%	8.52%	8.00%	6.73%	6.76%	
Assisted Care by Black Stone of CIN	15.66%	14.02%	13.01%	8.64%	15.03%	11.74%	11.11%	10.60%	
Bayley Life ADC	0.02%	0	0	0	0	0	0	0	
Comfort and Care Home Health Agency, Inc.	0	0	0.32%	1.19%	0.55%	0.27%	0.26%	0.35%	
Comfort Keepers	0.40%	1.08%	1.16%	0.51%	0	0	0	0	
Day Share Senior Services	0.24%	0.34%	0.40%	0.44%	0.39%	0.39%	0.20%	0.19%	
Eastern Personnel Services, Inc.	0	0	0	0	0	1.81%	1.45%	0.81%	
Helping Hands Private Duty Homecare	20.20%	16.74%	14.06%	12.42%	10.21%	8.59%	9.13%	2.38%	
Hillebrand Home Health	4.34%	4.59%	4.81%	5.22%	4.66%	4.92%	4.80%	5.41%	
Interim HomeStyles of Greater Cincinnati, Inc.	8.77%	8.52%	6.81%	6.54%	5.69%	6.36%	5.86%	5.59%	
LCD Home Health Agency	0	0	0	0	0.01%	0.05%	0.13%	0.14%	
Nova Home Care	4.93%	4.85%	5.49%	5.49%	5.65%	5.93%	6.39%	7.08%	
Prime Home Care, LLC	1.07%	1.33%	1.37%	1.24%	1.28%	1.17%	1.04%	0.63%	
Quality Care	8.50%	9.39%	10.12%	9.91%	9.32%	9.09%	9.15%	9.33%	
SH of Southern Ohio LLC	0	0	0	0	0	0.04%	0.15%	1.76%	
Superior Home Care, Inc.	6.17%	6.33%	6.98%	7.48%	6.81%	6.39%	6.37%	7.01%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	



## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Care Assistance

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	4	6	7	4	3	3	5
A Miracle Home Care	548	613	655	770	700	688	686	815	684
Always There Healthcare LLC	0	0	1	11	21	36	44	41	26
Amaramedical Health Care Services, Inc.	214	196	194	195	172	157	120	113	170
Assisted Care by Black Stone of CIN	448	381	363	296	294	289	297	290	332
Bayley Life ADC	5	0	0	0	0	0	0	0	5
Comfort and Care Home Health Agency, Inc.	0	0	23	36	24	8	8	14	19
Comfort Keepers	8	11	18	14	0	0	0	0	13
Day Share Senior Services	1	5	5	5	5	5	5	4	4
Eastern Personnel Services, Inc.	0	0	0	0	0	43	31	41	38
Helping Hands Private Duty Homecare	570	463	413	370	300	252	248	211	353
Hillebrand Home Health	97	98	110	105	95	87	84	81	95
Interim HomeStyles of Greater Cincinnati, Inc.	247	225	185	174	148	136	124	119	170
LCD Home Health Agency	0	0	0	0	1	1	2	2	2
Nova Home Care	92	87	109	100	102	124	136	138	111
Prime Home Care, LLC	29	30	26	26	24	22	19	14	24
Quality Care	232	236	253	249	242	218	211	203	231
SH of Southern Ohio LLC	0	0	0	0	0	2	9	69	27
Superior Home Care, Inc.	166	171	173	171	159	145	165	183	167
<b>Total Distinct Clients Served</b>	<b>2,657</b>	<b>2,516</b>	<b>2,532</b>	<b>2,528</b>	<b>2,294</b>	<b>2,217</b>	<b>2,192</b>	<b>2,341</b>	<b>159</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Delivered Meals

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Cincinnati Area Senior Services Inc	89,047	83,949	26,771	0	0	0	0	0	199,767
Deupree Meals on Wheels	23,403	20,993	20,042	19,881	19,129	17,887	18,394	19,162	158,891
Maple Knoll Outreach Services for Seniors	16,132	15,857	15,362	15,034	14,418	13,538	13,179	14,778	118,298
Mayerson JCC (Jewish Community Center)	10,007	10,023	10,908	12,271	11,833	11,286	12,121	13,497	91,946
Meals on Wheels of SW Ohio and Northern Kentucky	68,321	60,461	113,520	130,456	129,658	119,922	126,274	129,648	878,260
North College Hill Senior Center	14,330	13,078	11,419	11,835	11,121	10,811	11,058	8,396	92,048
<b>Total Billable Units</b>	<b>221,240</b>	<b>204,361</b>	<b>198,022</b>	<b>189,477</b>	<b>186,159</b>	<b>173,444</b>	<b>181,026</b>	<b>185,481</b>	<b>1,539,210</b>

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Cincinnati Area Senior Services Inc	40.25%	41.08%	13.52%	0	0	0	0	0
Deupree Meals on Wheels	10.58%	10.27%	10.12%	10.49%	10.28%	10.31%	10.16%	10.33%
Maple Knoll Outreach Services for Seniors	7.29%	7.76%	7.76%	7.93%	7.74%	7.81%	7.28%	7.97%
Mayerson JCC (Jewish Community Center)	4.52%	4.90%	5.51%	6.48%	6.36%	6.51%	6.70%	7.28%
Meals on Wheels of SW Ohio and Northern Kentucky	30.88%	29.59%	57.33%	68.85%	69.65%	69.14%	69.75%	69.90%
North College Hill Senior Center	6.48%	6.40%	5.77%	6.25%	5.97%	6.23%	6.11%	4.53%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	1,263	1,199	1,021	0	0	0	0	0	1,161
Deupree Meals on Wheels	313	310	298	295	263	263	265	294	288
Maple Knoll Outreach Services for Seniors	252	245	240	236	220	222	218	253	236
Mayerson JCC (Jewish Community Center)	149	164	167	185	183	171	176	217	177
Meals on Wheels of SW Ohio and Northern Kentucky	956	959	1,988	1,953	1,886	1,841	1,907	2,007	1,687
North College Hill Senior Center	203	193	182	180	170	166	173	170	180
<b>Total Distinct Clients Served</b>	<b>3,136</b>	<b>3,070</b>	<b>3,896</b>	<b>2,849</b>	<b>2,722</b>	<b>2,663</b>	<b>2,739</b>	<b>2,941</b>	<b>559</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Medical Equipment

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
American Ramp Systems	32	25	12	10	11	20	30	28	168
Bernens Medical	139	159	161	118	160	136	175	151	1,199
Home First	20	1	9	14	8	9	1	4	66
Mullaney's Pharmacy & Home Health Care	57	57	68	58	63	62	87	62	514
Stateline Medical Equipment	6	17	20	23	15	13	9	5	108
<b>Total Billable Units</b>	<b>254</b>	<b>259</b>	<b>270</b>	<b>223</b>	<b>257</b>	<b>240</b>	<b>302</b>	<b>250</b>	<b>2,055</b>

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
American Ramp Systems	12.60%	9.65%	4.44%	4.48%	4.28%	8.33%	9.93%	11.20%	
Bernens Medical	54.72%	61.39%	59.63%	52.91%	62.26%	56.67%	57.95%	60.40%	
Home First	7.87%	0.39%	3.33%	6.28%	3.11%	3.75%	0.33%	1.60%	
Mullaney's Pharmacy & Home Health Care	22.44%	22.01%	25.19%	26.01%	24.51%	25.83%	28.81%	24.80%	
Stateline Medical Equipment	2.36%	6.56%	7.41%	10.31%	5.84%	5.42%	2.98%	2.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
American Ramp Systems	13	9	6	5	5	8	13	13	9
Bernens Medical	103	123	129	92	126	112	142	126	119
Home First	20	1	9	12	8	9	1	3	8
Mullaney's Pharmacy & Home Health Care	55	53	56	56	53	52	78	56	57
Stateline Medical Equipment	6	17	20	19	15	11	8	5	13
<b>Total Distinct Clients Served</b>	<b>197</b>	<b>203</b>	<b>220</b>	<b>184</b>	<b>207</b>	<b>192</b>	<b>242</b>	<b>203</b>	<b>41</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Home Modification

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	7	7	4	6	3	4	3	34
Home First	32	19	18	24	38	29	12	16	188
MedAdapt Ltd.	33	37	43	29	20	19	22	25	228
People Working Cooperatively, Inc.	0	0	0	0	0	2	0	0	2
Stateline Medical Equipment	9	7	15	12	18	25	22	37	145
Tri-State Maintenance	7	5	9	7	8	3	13	18	70
<b>Total Billable Units</b>	<b>81</b>	<b>75</b>	<b>92</b>	<b>76</b>	<b>90</b>	<b>81</b>	<b>73</b>	<b>99</b>	<b>667</b>

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Custom Home Elevator & Lift Co. Inc.	0	9.33%	7.61%	5.26%	6.67%	3.70%	5.48%	3.03%
Home First	39.51%	25.33%	19.57%	31.58%	42.22%	35.80%	16.44%	16.16%
MedAdapt Ltd.	40.74%	49.33%	46.74%	38.16%	22.22%	23.46%	30.14%	25.25%
People Working Cooperatively, Inc.	0	0	0	0	0	2.47%	0	0
Stateline Medical Equipment	11.11%	9.33%	16.30%	15.79%	20.00%	30.86%	30.14%	37.37%
Tri-State Maintenance	8.64%	6.67%	9.78%	9.21%	8.89%	3.70%	17.81%	18.18%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	6	7	4	6	3	4	3	5
Home First	30	18	18	22	36	24	11	13	22
MedAdapt Ltd.	31	37	42	28	20	18	22	25	28
People Working Cooperatively, Inc.	0	0	0	0	0	2	0	0	2
Stateline Medical Equipment	9	7	15	12	17	23	22	37	18
Tri-State Maintenance	6	5	7	6	8	3	12	18	8
<b>Total Distinct Clients Served</b>	<b>76</b>	<b>73</b>	<b>89</b>	<b>72</b>	<b>87</b>	<b>73</b>	<b>71</b>	<b>96</b>	<b>16</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Independent Living Assistance

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Cincinnati Area Senior Services Inc	169	188	70	0	0	0	0	0	427
Meals on Wheels of SW Ohio and Northern Kentucky	252	287	343	410	406	398	692	658	3,446
Partners in Prime	8	7	11	19	9	0	0	0	53
<b>Total Billable Units</b>	<b>428</b>	<b>482</b>	<b>424</b>	<b>429</b>	<b>414</b>	<b>398</b>	<b>692</b>	<b>658</b>	<b>3,925</b>

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
Cincinnati Area Senior Services Inc	39.35%	39.04%	16.59%	0	0	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	58.73%	59.55%	80.93%	95.68%	97.95%	100.00%	100.00%	100.00%	
Partners in Prime	1.93%	1.40%	2.48%	4.32%	2.05%	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	51	54	38	0	0	0	0	0	48
Meals on Wheels of SW Ohio and Northern Kentucky	41	35	72	60	66	62	95	100	66
Partners in Prime	2	3	2	1	1	0	0	0	2
<b>Total Distinct Clients Served</b>	<b>94</b>	<b>92</b>	<b>112</b>	<b>61</b>	<b>67</b>	<b>62</b>	<b>95</b>	<b>100</b>	<b>43</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Major Housecleaning

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	11	9	6	16	9	9	8	6	74
Total Billable Units	11	9	6	16	9	9	8	6	74

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

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Home First	11	9	6	16	9	9	8	6	9
Total Distinct Clients Served	11	9	6	16	9	9	8	6	9

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Pest Control

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	29	4	22	37	45	30	38	39	244
Milt's Termite & Pest Control	3	10	13	13	19	15	27	19	119
<b>Total Billable Units</b>	<b>32</b>	<b>14</b>	<b>35</b>	<b>50</b>	<b>64</b>	<b>45</b>	<b>65</b>	<b>58</b>	<b>363</b>

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	90.63%	28.57%	62.86%	74.00%	70.31%	66.67%	58.46%	67.24%
Milt's Termite & Pest Control	9.38%	71.43%	37.14%	26.00%	29.69%	33.33%	41.54%	32.76%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	13	3	9	13	17	16	12	16	12
Milt's Termite & Pest Control	3	4	5	7	10	10	11	13	8
<b>Total Distinct Clients Served</b>	<b>16</b>	<b>7</b>	<b>14</b>	<b>20</b>	<b>27</b>	<b>26</b>	<b>23</b>	<b>29</b>	<b>10</b>

## Provider Quality Report: Service Metrics

Hamilton County ESP

### Transportation

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Cincinnati Area Senior Services Inc	188	251	103	0	0	0	0	0	542
home52 Transportation	0	0	911	5,688	5,623	9,939	7,662	10,329	40,152
Kemper Shuttle Services	1,862	2,269	1,764	709	0	0	0	0	6,604
Maple Knoll Outreach Services for Seniors	598	496	383	115	0	0	0	0	1,592
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	149	55	0	0	0	0	204
Meda-Care Transportation, Inc.	6,754	6,146	5,702	2,375	0	0	0	0	20,977
Universal Transportation Systems	721	623	585	201	0	0	0	0	2,130
<b>Total Billable Units</b>	<b>10,123</b>	<b>9,785</b>	<b>9,597</b>	<b>9,143</b>	<b>5,623</b>	<b>9,939</b>	<b>7,662</b>	<b>10,329</b>	<b>72,201</b>

Market Share									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	
Cincinnati Area Senior Services Inc	1.86%	2.57%	1.07%	0	0	0	0	0	
home52 Transportation	0	0	9.49%	62.21%	100.00%	100.00%	100.00%	100.00%	
Kemper Shuttle Services	18.39%	23.19%	18.38%	7.75%	0	0	0	0	
Maple Knoll Outreach Services for Seniors	5.91%	5.07%	3.99%	1.26%	0	0	0	0	
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	1.55%	0.60%	0	0	0	0	
Meda-Care Transportation, Inc.	66.72%	62.81%	59.41%	25.98%	0	0	0	0	
Universal Transportation Systems	7.12%	6.37%	6.10%	2.20%	0	0	0	0	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Cincinnati Area Senior Services Inc	33	38	25	0	0	0	0	0	32
home52 Transportation	0	0	121	601	557	661	663	723	554
Kemper Shuttle Services	127	167	130	65	0	0	0	0	122
Maple Knoll Outreach Services for Seniors	41	42	41	21	0	0	0	0	36
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	27	12	0	0	0	0	20
Meda-Care Transportation, Inc.	473	473	435	207	0	0	0	0	397
Universal Transportation Systems	57	57	60	36	0	0	0	0	53
<b>Total Distinct Clients Served</b>	<b>731</b>	<b>777</b>	<b>839</b>	<b>942</b>	<b>557</b>	<b>661</b>	<b>663</b>	<b>723</b>	<b>218</b>



## Provider Quality Report: Satisfaction Metrics

### Hamilton County ESP

#### Hamilton County ESP SASI Counts

Home Care Assistance								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0	0	0	1	3	1	2	0
A Miracle Home Care	151	212	169	167	118	128	105	120
Always There Healthcare LLC	0	0	0	0	2	4	5	9
Amaramedical Health Care Services, Inc.	48	78	60	49	27	35	25	22
Assisted Care by Black Stone of CIN	179	161	150	82	61	53	57	48
Comfort and Care Home Health Agency, Inc.	0	0	0	3	0	1	1	2
Comfort Keepers	1	4	3	4	0	0	0	0
Eastern Personnel Services, Inc.	0	0	0	0	7	5	3	10
Helping Hands Private Duty Homecare	176	178	120	96	54	52	52	10
Hillebrand Home Health	41	32	36	20	18	15	19	10
Interim HomeStyles of Greater Cincinnati, Inc.	94	78	63	43	33	30	23	20
LCD Home Health Agency	0	0	0	0	0	0	0	1
Nova Home Care	30	26	29	17	13	19	21	16
Prime Home Care, LLC	7	6	12	8	7	2	6	3
Quality Care	76	75	72	63	45	37	33	25
SH of Southern Ohio LLC	0	0	0	0	0	0	0	1
Superior Home Care, Inc.	60	61	76	34	32	22	37	16

Home Delivered Meals								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	390	407	101	1	1	0	0	0
Deupree Meals on Wheels	92	88	91	58	48	37	35	37
Maple Knoll Outreach Services for Seniors	76	85	57	47	43	30	28	33
Mayerson JCC (Jewish Community Center)	44	56	41	33	24	32	26	17
Meals on Wheels of SW Ohio and Northern Kentucky	322	325	555	436	337	313	303	250
North College Hill Senior Center	56	60	44	41	23	31	29	23

Medical Transportation								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	22	12	4	0	0	0	0	0
Kemper Shuttle Services	52	77	44	21	0	0	0	0
Maple Knoll Outreach Services for Seniors	24	18	16	5	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	2	1	9	3	0	0	0	0
Meda-Care Transportation, Inc.	249	246	221	74	0	0	0	0
Universal Transportation Systems	36	31	29	7	0	0	0	0

### Home Care Assistance SASI Scores

Overall Percentage								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	83.3%	100.0%	100.0%	No Data
A Miracle Home Care	91.8%	88.3%	90.5%	92.2%	91.4%	91.3%	90.6%	94.0%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	97.5%	100.0%	90.3%
Amaramedical Health Care Services, Inc.	92.2%	92.0%	91.2%	83.5%	82.3%	85.0%	72.4%	87.1%
Assisted Care by Black Stone of CIN	92.6%	87.2%	86.5%	89.5%	93.7%	93.0%	92.2%	93.1%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	86.7%	No Data	80.0%	100.0%	100.0%
Comfort Keepers	90.0%	100.0%	100.0%	65.0%	No Data	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	58.0%	90.0%	89.8%
Helping Hands Private Duty Homecare	89.2%	91.7%	90.2%	85.1%	88.6%	88.2%	94.3%	81.6%
Hillebrand Home Health	99.5%	97.4%	98.9%	100.0%	96.0%	98.7%	96.3%	99.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.7%	91.5%	88.4%	90.5%	87.1%	92.3%	98.1%	97.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	96.7%	93.7%	90.6%	96.3%	95.3%	98.9%	89.1%	87.9%
Prime Home Care, LLC	100.0%	77.0%	98.3%	90.8%	98.6%	100.0%	84.7%	90.0%
Quality Care	96.5%	95.0%	92.7%	88.7%	86.9%	92.6%	93.2%	98.4%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	90.0%
Superior Home Care, Inc.	97.1%	97.9%	93.8%	96.1%	92.2%	95.9%	98.0%	93.3%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	93.0%	86.2%	91.4%	90.3%	89.6%	90.3%	89.1%	94.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	90.9%	88.4%	87.7%	78.0%	78.9%	81.3%	60.0%	94.7%
Assisted Care by Black Stone of CIN	92.9%	86.2%	84.0%	89.0%	96.0%	93.3%	90.0%	90.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	40.0%	66.7%	100.0%
Helping Hands Private Duty Homecare	87.9%	90.7%	90.8%	83.1%	83.3%	90.7%	93.9%	70.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.5%	88.1%	87.0%	89.2%	88.9%	87.5%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	95.2%	92.6%	100.0%	92.3%	100.0%	89.5%	86.7%
Prime Home Care, LLC	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	66.7%	100.0%
Quality Care	100.0%	95.7%	94.2%	91.7%	97.6%	91.2%	90.3%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	100.0%	98.1%	92.6%	100.0%	93.3%	100.0%	100.0%	92.9%

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

**Home Care Assistance SASI Scores**

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	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	89.5%	81.9%	88.7%	91.4%	88.5%	86.7%	90.1%	87.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%
Amaramedical Health Care Services, Inc.	84.1%	89.2%	85.7%	72.7%	84.2%	84.8%	55.0%	75.0%
Assisted Care by Black Stone of CIN	86.9%	84.9%	84.0%	86.1%	94.1%	88.6%	90.2%	86.5%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	40.0%	66.7%	87.5%
Helping Hands Private Duty Homecare	87.5%	93.0%	85.2%	86.4%	88.0%	82.6%	94.1%	70.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	94.1%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	94.3%	89.4%	89.3%	92.5%	84.6%	96.2%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	95.2%	92.9%	100.0%	91.7%	100.0%	84.2%	100.0%
Prime Home Care, LLC	100.0%	80.0%	100.0%	87.5%	100.0%	100.0%	83.3%	100.0%
Quality Care	97.1%	94.1%	92.6%	86.9%	92.9%	88.2%	96.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Superior Home Care, Inc.	93.1%	100.0%	88.4%	100.0%	89.7%	90.5%	97.1%	90.9%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data
A Miracle Home Care	89.3%	83.0%	83.9%	83.2%	83.1%	81.6%	86.4%	88.9%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	75.0%	100.0%	77.8%
Amaramedical Health Care Services, Inc.	77.1%	87.2%	86.4%	81.6%	70.4%	85.3%	68.0%	85.0%
Assisted Care by Black Stone of CIN	87.1%	76.4%	75.7%	84.0%	83.6%	90.2%	87.3%	82.2%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	66.7%	No Data	0.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	57.1%	0.0%	100.0%	80.0%
Helping Hands Private Duty Homecare	66.3%	67.6%	70.9%	54.3%	66.7%	72.0%	84.6%	70.0%
Hillebrand Home Health	97.6%	93.8%	97.2%	100.0%	100.0%	86.7%	89.5%	90.0%
Interim HomeStyles of Greater Cincinnati, Inc.	89.0%	84.6%	77.8%	81.0%	75.0%	86.7%	95.7%	85.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	86.7%	88.5%	62.1%	87.5%	84.6%	100.0%	76.2%	75.0%
Prime Home Care, LLC	100.0%	83.3%	83.3%	75.0%	100.0%	100.0%	100.0%	33.3%
Quality Care	81.6%	86.5%	80.6%	71.4%	64.4%	83.3%	83.9%	96.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	90.0%	93.3%	90.7%	88.2%	87.1%	86.4%	94.6%	87.5%

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

**Home Care Assistance SASI Scores**

Do you like the way your aide treats you?								
Historical Average: 97.0%								
½ Historical Standard Deviation: 2.7%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	98.7%	97.1%	97.0%	98.2%	97.5%	99.2%	96.1%	98.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	98.7%	96.7%	93.8%	85.2%	88.6%	92.0%	100.0%
Assisted Care by Black Stone of CIN	98.3%	96.8%	96.6%	98.8%	98.4%	100.0%	98.2%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	85.7%	80.0%	100.0%	90.0%
Helping Hands Private Duty Homecare	99.4%	98.9%	98.3%	97.9%	98.1%	100.0%	98.1%	100.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	98.9%	97.4%	96.8%	97.7%	100.0%	96.7%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	100.0%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	98.7%	98.7%	98.6%	96.8%	95.6%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	100.0%	100.0%	97.4%	100.0%	96.9%	100.0%	100.0%	93.8%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	94.6%	94.3%	94.6%	96.4%	96.6%	98.4%	97.1%	96.6%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	96.2%	96.6%	89.6%	88.5%	85.7%	80.0%	95.0%
Assisted Care by Black Stone of CIN	96.1%	94.2%	94.0%	97.6%	93.4%	96.1%	98.2%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%
Helping Hands Private Duty Homecare	98.3%	95.4%	96.6%	94.7%	98.1%	94.2%	98.1%	100.0%
Hillebrand Home Health	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	93.5%	92.1%	97.7%	93.8%	100.0%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	96.7%	92.3%	93.1%	100.0%	92.3%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Quality Care	100.0%	96.0%	97.2%	95.2%	91.1%	94.4%	96.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	98.3%	96.7%	94.7%	100.0%	93.5%	95.5%	100.0%	93.3%

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

**Home Care Assistance SASI Scores**

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data
A Miracle Home Care	92.7%	94.7%	91.1%	95.2%	94.1%	96.8%	91.3%	97.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	95.8%	97.4%	95.0%	87.8%	88.9%	85.7%	84.0%	95.0%
Assisted Care by Black Stone of CIN	97.2%	91.1%	90.6%	96.3%	100.0%	98.1%	98.2%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	66.7%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%
Helping Hands Private Duty Homecare	92.6%	97.1%	95.8%	95.8%	94.4%	86.5%	95.9%	80.0%
Hillebrand Home Health	100.0%	96.9%	97.2%	100.0%	94.4%	100.0%	89.5%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	94.7%	96.2%	88.7%	97.7%	93.8%	96.7%	100.0%	90.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	96.7%	96.2%	93.1%	100.0%	100.0%	100.0%	95.2%	93.8%
Prime Home Care, LLC	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Quality Care	97.3%	97.3%	94.4%	95.2%	91.1%	100.0%	93.3%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	98.3%	100.0%	97.4%	94.1%	93.8%	95.5%	100.0%	93.3%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data
A Miracle Home Care	92.6%	94.3%	92.3%	96.4%	94.1%	98.4%	93.3%	97.5%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	96.2%	96.7%	89.8%	85.2%	82.9%	87.5%	85.0%
Assisted Care by Black Stone of CIN	97.8%	92.4%	93.3%	95.1%	100.0%	98.1%	96.4%	100.0%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	66.7%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	80.0%	100.0%	90.0%
Helping Hands Private Duty Homecare	96.0%	97.2%	95.8%	93.8%	96.2%	88.5%	98.1%	80.0%
Hillebrand Home Health	100.0%	96.9%	97.2%	100.0%	94.4%	100.0%	94.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	97.4%	93.7%	97.7%	96.9%	96.7%	100.0%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	96.2%	93.1%	100.0%	100.0%	94.7%	100.0%	93.3%
Prime Home Care, LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Quality Care	97.4%	98.7%	98.6%	95.2%	86.7%	100.0%	96.8%	96.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	100.0%	100.0%	98.7%	97.1%	90.6%	95.5%	97.3%	93.8%

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

**Home Care Assistance SASI Scores**

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
1/2 Historical Standard Deviation: 6.0%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	90.9%	82.9%	87.8%	88.1%	91.1%	87.0%	89.7%	93.2%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	83.3%
Amaramedical Health Care Services, Inc.	91.3%	84.6%	87.3%	72.5%	76.2%	83.9%	57.9%	75.0%
Assisted Care by Black Stone of CIN	88.7%	79.5%	81.7%	77.3%	89.8%	90.5%	84.3%	89.2%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	0.0%	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	40.0%	100.0%	100.0%
Helping Hands Private Duty Homecare	90.9%	95.3%	91.7%	83.1%	85.4%	88.9%	95.8%	85.7%
Hillebrand Home Health	97.5%	96.4%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	92.9%	88.7%	82.1%	80.0%	73.1%	82.6%	94.1%	94.7%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	100.0%	89.5%	100.0%	93.3%	100.0%	100.0%	78.9%	80.0%
Prime Home Care, LLC	100.0%	40.0%	100.0%	83.3%	100.0%	100.0%	80.0%	66.7%
Quality Care	100.0%	97.0%	93.5%	88.1%	89.7%	87.9%	90.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	94.6%	96.2%	92.5%	96.7%	93.1%	100.0%	97.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%								
1/2 Historical Standard Deviation: 6.4%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data
A Miracle Home Care	91.3%	85.8%	88.8%	92.7%	87.1%	86.6%	87.5%	92.3%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	77.8%
Amaramedical Health Care Services, Inc.	91.7%	89.7%	90.0%	83.7%	77.8%	82.9%	68.0%	76.2%
Assisted Care by Black Stone of CIN	90.4%	84.6%	79.9%	84.1%	88.5%	86.3%	87.7%	91.5%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	66.7%	No Data	0.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	75.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	40.0%	100.0%	80.0%
Helping Hands Private Duty Homecare	86.7%	90.8%	85.7%	76.6%	86.8%	86.3%	90.2%	90.0%
Hillebrand Home Health	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	89.4%	90.9%	82.5%	86.0%	80.6%	86.7%	95.7%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	93.3%	88.5%	89.7%	94.1%	92.3%	100.0%	85.7%	75.0%
Prime Home Care, LLC	100.0%	66.7%	100.0%	87.5%	100.0%	100.0%	83.3%	100.0%
Quality Care	96.1%	93.3%	88.7%	77.8%	75.6%	86.5%	93.5%	96.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	98.3%	96.7%	93.2%	88.2%	93.8%	95.5%	97.2%	93.8%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, 1/2 historical standard deviation, and identifies the color coding schema.

### Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	66.7%	100.0%	100.0%	No Data
A Miracle Home Care	85.8%	83.2%	89.3%	89.8%	92.3%	88.2%	85.6%	94.1%
Always There Healthcare LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	88.9%
Amaramedical Health Care Services, Inc.	91.3%	92.1%	89.7%	85.7%	88.0%	88.6%	72.0%	90.0%
Assisted Care by Black Stone of CIN	90.3%	86.1%	85.1%	86.6%	93.3%	88.5%	91.1%	91.3%
Comfort and Care Home Health Agency, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	100.0%
Comfort Keepers	100.0%	100.0%	100.0%	50.0%	No Data	No Data	No Data	No Data
Day Share Senior Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	No Data	No Data
Eastern Personnel Services, Inc.	No Data	No Data	No Data	No Data	71.4%	100.0%	66.7%	90.0%
Helping Hands Private Duty Homecare	86.6%	90.7%	91.2%	84.9%	88.7%	92.0%	94.2%	70.0%
Hillebrand Home Health	100.0%	100.0%	97.2%	100.0%	94.4%	100.0%	94.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	90.2%	88.5%	93.7%	85.7%	84.4%	93.3%	95.7%	100.0%
LCD Home Health Agency	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Nova Home Care	93.3%	96.0%	96.6%	88.2%	100.0%	94.7%	81.0%	75.0%
Prime Home Care, LLC	100.0%	50.0%	100.0%	87.5%	85.7%	100.0%	83.3%	100.0%
Quality Care	97.3%	93.2%	88.6%	88.7%	84.4%	94.6%	90.3%	95.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Superior Home Care, Inc.	98.3%	98.3%	92.0%	97.1%	90.6%	100.0%	97.3%	93.8%

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



### Home Delivered Meals SASI Scores

Overall Percentage								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	97.7%	97.1%	98.1%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	96.5%	98.2%	97.8%	98.5%	98.7%	99.7%	99.3%	99.3%
Maple Knoll Outreach Services for Seniors	97.8%	98.1%	98.7%	96.2%	98.3%	98.8%	98.7%	95.7%
Mayerson JCC (Jewish Community Center)	99.4%	98.8%	96.0%	96.2%	97.4%	98.4%	99.5%	100.0%
Meals on Wheels of SW Ohio and Northern	97.4%	97.8%	97.7%	98.4%	98.0%	98.8%	97.9%	98.7%
North College Hill Senior Center	97.5%	99.2%	95.7%	97.5%	98.4%	99.6%	99.1%	99.5%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	98.3%	98.3%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	95.2%	97.2%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	98.6%	98.3%	99.0%	99.2%	99.0%	99.3%	99.6%	100.0%
North College Hill Senior Center	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	96.4%	95.8%	96.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	94.6%	97.7%	95.6%	98.2%	95.8%	97.2%	97.1%	97.3%
Maple Knoll Outreach Services for Seniors	90.8%	96.5%	98.2%	93.3%	88.4%	96.7%	96.4%	90.9%
Mayerson JCC (Jewish Community Center)	97.7%	98.2%	85.4%	93.9%	91.7%	96.8%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	97.2%	97.2%	95.5%	97.9%	96.4%	97.7%	96.0%	98.0%
North College Hill Senior Center	92.9%	98.3%	93.0%	95.1%	95.7%	96.7%	100.0%	100.0%

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



### Home Delivered Meals SASI Scores

#### Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	99.0%	99.3%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	98.4%	98.8%	99.3%	99.8%	99.1%	99.0%	98.3%	99.2%
North College Hill Senior Center	100.0%	100.0%	100.0%	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%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	98.3%	98.3%	98.9%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	98.5%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	96.2%
Mayerson JCC (Jewish Community Center)	100.0%	98.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	96.9%	97.2%	98.2%	99.5%	99.0%	100.0%	99.6%	98.9%
North College Hill Senior Center	100.0%	100.0%	97.6%	95.0%	100.0%	100.0%	100.0%	100.0%

#### Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	99.0%	98.8%	100.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	97.8%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	97.4%	98.8%	98.2%	97.9%	100.0%	100.0%	100.0%	97.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	97.4%	96.9%	100.0%	96.9%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	99.7%	99.4%	98.9%	99.5%	99.1%	99.7%	99.3%	99.6%
North College Hill Senior Center	100.0%	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%

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

### Home Delivered Meals SASI Scores

#### Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	94.6%	91.6%	94.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	91.3%	90.8%	94.4%	93.1%	95.7%	100.0%	100.0%	97.3%
Maple Knoll Outreach Services for Seniors	97.4%	91.8%	96.5%	89.4%	97.7%	96.7%	92.9%	87.9%
Mayerson JCC (Jewish Community Center)	100.0%	96.4%	92.7%	93.9%	95.8%	96.9%	96.2%	100.0%
Meals on Wheels of SW Ohio and Northern	93.4%	95.4%	93.5%	94.2%	94.3%	95.8%	94.6%	95.2%
North College Hill Senior Center	92.7%	98.3%	86.4%	95.1%	91.3%	100.0%	96.6%	95.7%

#### Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	98.2%	98.0%	97.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	98.9%	100.0%	97.8%	98.3%	97.9%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	98.2%	97.9%	100.0%	96.7%	100.0%	97.0%
Mayerson JCC (Jewish Community Center)	97.7%	98.1%	97.4%	97.0%	95.8%	96.9%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	97.5%	98.4%	99.3%	98.8%	98.5%	99.4%	98.3%	98.8%
North College Hill Senior Center	96.4%	98.3%	95.3%	95.0%	100.0%	100.0%	96.6%	100.0%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	97.9%	97.0%	99.0%	100.0%	100.0%	No Data	No Data	No Data
Deupree Meals on Wheels	95.7%	100.0%	98.9%	98.3%	100.0%	100.0%	97.1%	100.0%
Maple Knoll Outreach Services for Seniors	98.7%	97.6%	98.2%	95.7%	100.0%	100.0%	100.0%	97.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	95.1%	97.0%	95.8%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern	97.8%	97.5%	98.2%	98.1%	98.2%	99.4%	97.0%	99.6%
North College Hill Senior Center	98.2%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%

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

### Medical Transportation SASI Scores

Overall Percentage								
Historical Average:	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation:								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	95.5%	97.9%	94.1%	90.4%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	99.6%	100.0%	97.5%	94.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	60.6%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.5%	96.1%	93.1%	93.5%	No Data	No Data	No Data	No Data
Universal Transportation Systems	92.5%	88.0%	93.7%	87.1%	No Data	No Data	No Data	No Data

Can you depend on your transportation service?								
Historical Average: 96.1%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 2.3%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	90.9%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	94.1%	96.1%	90.9%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	80.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	0.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	93.9%	95.0%	92.1%	94.4%	No Data	No Data	No Data	No Data
Universal Transportation Systems	88.9%	90.0%	89.7%	71.4%	No Data	No Data	No Data	No Data

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 1.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	98.0%	100.0%	97.7%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.5%	98.3%	95.8%	97.2%	No Data	No Data	No Data	No Data
Universal Transportation Systems	97.2%	86.7%	96.6%	100.0%	No Data	No Data	No Data	No Data

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

### Medical Transportation SASI Scores

#### Do you get as much help as you need to get in/out of the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.5%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	100.0%	93.2%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.1%	95.1%	94.9%	93.1%	No Data	No Data	No Data	No Data
Universal Transportation Systems	91.7%	93.3%	96.6%	100.0%	No Data	No Data	No Data	No Data

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	98.7%	95.3%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.3%	95.9%	93.5%	91.7%	No Data	No Data	No Data	No Data
Universal Transportation Systems	94.4%	90.0%	96.4%	100.0%	No Data	No Data	No Data	No Data

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

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	97.3%	95.5%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	97.1%	97.1%	94.5%	95.8%	No Data	No Data	No Data	No Data
Universal Transportation Systems	94.4%	83.3%	96.6%	85.7%	No Data	No Data	No Data	No Data

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

Medical Transportation SASI Scores

Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	100.0%	95.3%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.3%	97.1%	95.9%	98.6%	No Data	No Data	No Data	No Data
Universal Transportation Systems	97.2%	93.3%	96.6%	100.0%	No Data	No Data	No Data	No Data

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

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	98.7%	88.6%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	0.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	96.3%	98.8%	94.0%	91.7%	No Data	No Data	No Data	No Data
Universal Transportation Systems	94.4%	93.3%	93.1%	71.4%	No Data	No Data	No Data	No Data

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

Historical Average: 93.1%

½ Historical Standard Deviation: 4.5%

	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Cincinnati Area Senior Services Inc	90.9%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	90.2%	93.4%	90.9%	90.0%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	95.8%	100.0%	93.8%	80.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	0.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	92.2%	90.4%	86.1%	88.9%	No Data	No Data	No Data	No Data
Universal Transportation Systems	80.6%	83.3%	86.2%	71.4%	No Data	No Data	No Data	No Data

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

### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	98.6%	97.7%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	80.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	95.9%	97.5%	93.5%	91.7%	No Data	No Data	No Data	No Data
Universal Transportation Systems	97.2%	86.2%	100.0%	100.0%	No Data	No Data	No Data	No Data

  

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Cincinnati Area Senior Services Inc	95.5%	100.0%	100.0%	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	96.1%	96.1%	95.5%	90.5%	No Data	No Data	No Data	No Data
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	93.8%	100.0%	No Data	No Data	No Data	No Data
Meals on Wheels of SW Ohio and Northern	0.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	93.9%	95.9%	91.2%	91.7%	No Data	No Data	No Data	No Data
Universal Transportation Systems	88.9%	80.0%	85.7%	71.4%	No Data	No Data	No Data	No Data

<sup>1</sup>Appendix: 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

### Hamilton County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 22,931 SASIs collected over a two year period from October 1, 2020 through September 30, 2022 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance and Home Delivered Meals).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 4, 2020 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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