



Hamilton County



Provider Quality Report

Quarter 1, 2025

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Provider Quality Report: Introduction

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

Billable Unit Conversions:

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

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

SASI Scoring:

As of Q3, 2023 Home52 Transportation Coordination and Provider Survey scores have been added to the report.

Provider Quality Report: Provider Activity

Hamilton County ESP

Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Saint Joseph Construction	Minor Home Mod	12/26/2024
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Right at Home	Home Care Assistance	7/17/2023
Western Hills Home Care LLC	Home Care Assistance	7/1/2023

Provider	Service On Hold	Effective
Amaramedical Health Care Services, Inc.	Home Care Assistance	9/7/2022 - 2/3/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024

Provider Quality Report: Service Metrics

Hamilton County ESP

Adult Day Service

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	560	589	554	416	431	381	325	259	3,513
Bayley Life ADC	809	743	716	650	669	596	549	484	5,214
Day Share Senior Services	226	210	241	176	97	90	90	62	1,190
Lincoln Heights Outreach Inc.	238	231	222	256	249	254	242	191	1,881
Northwest Adult Services Pioneer Home Healthcare	35	16	33	29	27	26	31	31	228
Total Billable Units	1,867	1,788	1,765	1,527	1,472	1,346	1,236	1,027	12,026

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Active Day of Cincinnati	29.97%	32.92%	31.37%	27.22%	29.26%	28.31%	26.29%	25.23%
Bayley Life ADC	43.33%	41.57%	40.55%	42.58%	45.46%	44.24%	44.38%	47.10%
Day Share Senior Services	12.10%	11.72%	13.63%	11.53%	6.56%	6.65%	7.28%	6.04%
Lincoln Heights Outreach Inc.	12.72%	12.90%	12.58%	16.77%	16.89%	18.87%	19.54%	18.61%
Northwest Adult Services Pioneer Home Healthcare	1.87%	0.90%	1.87%	1.90%	1.83%	1.93%	2.51%	3.02%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Active Day of Cincinnati	21	21	20	18	15	17	15	13	18
Bayley Life ADC	30	27	30	29	30	26	23	26	28
Day Share Senior Services	8	8	7	7	5	4	4	4	6
Lincoln Heights Outreach Inc.	7	6	6	9	9	7	7	7	7
Northwest Adult Services Pioneer Home Healthcare	1	1	1	1	1	2	2	1	1
Total Distinct Clients Served	67	63	64	64	60	56	51	51	12



Provider Quality Report: Service Metrics

Hamilton County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Palco, Inc.	35,075	37,692	37,988	29,127	39,560	35,038	34,026	24,686	273,191
Total Billable Units	35,075	37,692	37,988	29,127	39,560	35,038	34,026	24,686	273,191

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Palco, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Palco, Inc.	374	401	376	341	354	381	364	345	367
Total Distinct Clients Served	374	401	376	341	354	381	364	345	367

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Billable Units									
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	Total Billable Units
A Best Home Care, Inc.	411	474	662	614	630	524	722	750	4,785
A Miracle Home Care	35,652	37,839	38,749	38,626	36,967	34,310	34,162	31,687	287,991
Always There Healthcare LLC	1,572	1,876	1,992	2,344	2,277	1,985	2,053	1,544	15,641
Amaramedical Health Care Services, Inc.	5,080	4,520	4,318	4,525	4,117	4,254	4,201	3,893	34,906
Assisted Care by Black Stone of CIN	7,132	6,127	4,661	3,627	3,703	3,755	3,834	3,587	36,426
Comfort and Care Home Health Agency, Inc.	174	150	193	292	303	286	231	235	1,864
Day Share Senior Services	474	463	427	334	368	374	395	325	3,159
Eastern Personnel Services, Inc.	1,674	1,157	1,302	944	621	761	1,188	988	8,635
Hillebrand Home Health	3,051	2,883	2,618	2,805	2,629	2,690	2,444	2,061	21,180
Interim HomeStyles of Greater Cincinnati, Inc.	2,420	3,766	4,074	3,130	3,085	3,168	3,011	2,474	25,127
LCD Home Health Agency	286	281	456	704	914	897	1,004	971	5,512
Nova Home Care	5,447	5,483	5,881	6,015	5,572	4,951	4,589	4,265	42,203
Prime Home Care, LLC	332	369	322	155	164	322	480	412	2,555
Quality Care	7,174	6,847	6,708	6,037	5,467	5,649	5,851	5,073	48,805
Right at Home	0	424	1,497	1,704	2,256	2,421	2,317	2,112	12,730
SH of Southern Ohio LLC	3,120	2,100	1,984	1,958	2,158	3,067	3,111	2,895	20,392
Superior Home Care, Inc.	5,199	5,042	4,885	4,142	4,806	4,974	4,809	4,090	37,947
Western Hills Home Care	0	625	1,131	1,089	990	1,101	1,017	765	6,717
Total Billable Units	79,198	80,424	81,858	79,043	77,023	75,484	75,416	68,126	616,572

Market Share								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	0.52%	0.59%	0.81%	0.78%	0.82%	0.69%	0.96%	1.10%
A Miracle Home Care	45.02%	47.05%	47.34%	48.87%	47.99%	45.45%	45.30%	46.51%
Always There Healthcare LLC	1.98%	2.33%	2.43%	2.96%	2.96%	2.63%	2.72%	2.27%
Amaramedical Health Care Services, Inc.	6.41%	5.62%	5.28%	5.72%	5.34%	5.63%	5.57%	5.71%
Assisted Care by Black Stone of CIN	9.01%	7.62%	5.69%	4.59%	4.81%	4.97%	5.08%	5.27%
Comfort and Care Home Health Agency, Inc.	0.22%	0.19%	0.24%	0.37%	0.39%	0.38%	0.31%	0.35%
Day Share Senior Services	0.60%	0.58%	0.52%	0.42%	0.48%	0.49%	0.52%	0.48%
Eastern Personnel Services, Inc.	2.11%	1.44%	1.59%	1.19%	0.81%	1.01%	1.57%	1.45%
Hillebrand Home Health	3.85%	3.58%	3.20%	3.55%	3.41%	3.56%	3.24%	3.03%
Interim HomeStyles of Greater Cincinnati, Inc.	3.06%	4.68%	4.98%	3.96%	4.00%	4.20%	3.99%	3.63%
LCD Home Health Agency	0.36%	0.35%	0.56%	0.89%	1.19%	1.19%	1.33%	1.43%
Nova Home Care	6.88%	6.82%	7.18%	7.61%	7.23%	6.56%	6.08%	6.26%
Prime Home Care, LLC	0.42%	0.46%	0.39%	0.20%	0.21%	0.43%	0.64%	0.60%
Quality Care	9.06%	8.51%	8.19%	7.64%	7.10%	7.48%	7.76%	7.45%
Right at Home	0	0.53%	1.83%	2.16%	2.93%	3.21%	3.07%	3.10%
SH of Southern Ohio LLC	3.94%	2.61%	2.42%	2.48%	2.80%	4.06%	4.12%	4.25%
Superior Home Care, Inc.	6.56%	6.27%	5.97%	5.24%	6.24%	6.59%	6.38%	6.00%
Western Hills Home Care	0	0.78%	1.38%	1.38%	1.29%	1.46%	1.35%	1.12%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Care Assistance

Distinct Clients Served									
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	9	13	14	14	13	14	21	22	15
A Miracle Home Care	958	1,008	1,046	996	942	915	922	881	959
Always There Healthcare LLC	48	51	66	71	65	59	56	53	59
Amaramedical Health Care Services, Inc.	116	105	94	107	105	115	107	100	106
Assisted Care by Black Stone of CIN	209	180	141	108	99	96	95	93	128
Comfort and Care Home Health Agency, Inc.	6	5	3	4	5	5	3	3	4
Day Share Senior Services	13	12	11	9	8	8	9	10	10
Eastern Personnel Services, Inc.	27	31	32	26	19	35	50	41	33
Hillebrand Home Health	68	67	59	64	60	58	53	50	60
Interim HomeStyles of Greater Cincinnati, Inc.	98	93	88	85	84	89	83	76	87
LCD Home Health Agency	5	6	11	21	23	23	23	25	17
Nova Home Care	140	140	126	127	115	110	103	95	120
Prime Home Care, LLC	10	9	9	5	3	11	11	11	9
Quality Care	217	200	186	184	166	163	148	140	176
Right at Home	0	40	65	71	78	82	73	70	68
SH of Southern Ohio LLC	103	88	77	78	83	112	94	100	92
Superior Home Care, Inc.	189	187	163	152	172	157	138	125	160
Western Hills Home Care	0	24	31	31	30	30	29	22	28
Total Distinct Clients Served	2,216	2,259	2,222	2,153	2,070	2,082	2,018	1,917	119



Provider Quality Report: Service Metrics

Hamilton County ESP

Emergency Response

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	7,966	6,463	6,954	6,600	6,369	6,176	5,910	5,549	51,987
Total Billable Units	7,966	6,463	6,954	6,600	6,369	6,176	5,910	5,549	51,987

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	2,541	2,419	2,428	2,357	2,206	2,124	2,083	2,056	2,277
Total Distinct Clients Served	2,541	2,419	2,428	2,357	2,206	2,124	2,083	2,056	2,277

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Deupree Meals on Wheels	19,006	18,534	17,437	17,035	15,548	14,967	14,402	13,486	130,415
Maple Knoll Outreach Services for Seniors	13,970	13,270	8,881	120	0	0	0	0	36,241
Mayerson JCC (Jewish Community Center)	16,244	16,665	19,686	26,120	28,671	26,971	27,446	21,421	183,224
Meals on Wheels of SW Ohio and Northern Kentucky	149,539	148,552	159,637	153,126	149,800	143,275	146,118	123,519	1,173,566
Total Billable Units	198,759	197,021	205,641	196,401	194,019	185,213	187,966	158,426	1,523,446

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Deupree Meals on Wheels	9.56%	9.41%	8.48%	8.67%	8.01%	8.08%	7.66%	8.51%
Maple Knoll Outreach Services for Seniors	7.03%	6.74%	4.32%	0.06%	0	0	0	0
Mayerson JCC (Jewish Community Center)	8.17%	8.46%	9.57%	13.30%	14.78%	14.56%	14.60%	13.52%
Meals on Wheels of SW Ohio and Northern Kentucky	75.24%	75.40%	77.63%	77.97%	77.21%	77.36%	77.74%	77.97%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Deupree Meals on Wheels	270	256	240	233	214	205	200	199	227
Maple Knoll Outreach Services for Seniors	215	204	165	11	0	0	0	0	149
Mayerson JCC (Jewish Community Center)	230	246	338	415	420	395	370	347	345
Meals on Wheels of SW Ohio and Northern Kentucky	2,227	2,258	2,339	2,290	2,187	2,097	1,986	1,885	2,159
Total Distinct Clients Served	2,942	2,964	3,082	2,949	2,821	2,697	2,556	2,431	802

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Medical Equipment

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
American Ramp Systems	46	49	44	36	20	30	24	17	266
Bernens Medical	157	157	152	145	136	130	86	111	1,074
Home First	2	5	2	18	13	1	5	3	49
HomeCare Mattress Inc.	0	0	0	0	1	2	0	0	3
Janz Medical Supply	0	0	0	0	0	4	8	5	17
Mullaney's Pharmacy & Home Health Care	88	89	46	14	0	0	0	0	237
Stateline Medical Equipment	7	7	4	0	1	7	0	1	27
Total Billable Units	300	307	248	213	171	174	123	137	1,673

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
American Ramp Systems	15.33%	15.96%	17.74%	16.90%	11.70%	17.24%	19.51%	12.41%
Bernens Medical	52.33%	51.14%	61.29%	68.08%	79.53%	74.71%	69.92%	81.02%
Home First	0.67%	1.63%	0.81%	8.45%	7.60%	0.57%	4.07%	2.19%
HomeCare Mattress Inc.	0	0	0	0	0.58%	1.15%	0	0
Janz Medical Supply	0	0	0	0	0	2.30%	6.50%	3.65%
Mullaney's Pharmacy & Home Health Care	29.33%	28.99%	18.55%	6.57%	0	0	0	0
Stateline Medical Equipment	2.33%	2.28%	1.61%	0	0.58%	4.02%	0	0.73%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
American Ramp Systems	19	18	18	15	10	9	10	6	13
Bernens Medical	134	120	122	106	105	97	65	84	104
Home First	2	5	2	17	12	1	5	3	6
HomeCare Mattress Inc.	0	0	0	0	1	2	0	0	2
Janz Medical Supply	0	0	0	0	0	4	7	3	5
Mullaney's Pharmacy & Home Health Care	79	73	46	11	0	0	0	0	52
Stateline Medical Equipment	7	7	4	0	1	7	0	1	5
Total Distinct Clients Served	241	223	192	149	129	120	87	97	32

Provider Quality Report: Service Metrics

Hamilton County ESP

Home Modification

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	1	2	3
Arrow Heating Cooling and Home Maintenance, LLC	0	0	1	0	0	0	2	0	3
Custom Home Elevator & Lift Co. Inc.	4	8	1	1	1	1	1	5	22
Home First	7	6	4	2	0	4	5	9	37
HomeCare Mattress Inc.	0	0	0	0	0	2	0	0	2
MedAdapt Ltd.	30	31	34	4	0	13	9	5	126
Stateline Medical Equipment	30	24	12	6	0	12	6	10	100
Tri-State Maintenance	16	15	23	6	5	16	8	6	95
Total Billable Units	87	84	75	19	6	48	32	37	388

Market Share									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
American Ramp Systems	0	0	0	0	0	0	3.13%	5.41%	
Arrow Heating Cooling and Home Maintenance, LLC	0	0	1.33%	0	0	0	6.25%	0	
Custom Home Elevator & Lift Co. Inc.	4.60%	9.52%	1.33%	5.26%	16.67%	2.08%	3.13%	13.51%	
Home First	8.05%	7.14%	5.33%	10.53%	0	8.33%	15.63%	24.32%	
HomeCare Mattress Inc.	0	0	0	0	0	4.17%	0	0	
MedAdapt Ltd.	34.48%	36.90%	45.33%	21.05%	0	27.08%	28.13%	13.51%	
Stateline Medical Equipment	34.48%	28.57%	16.00%	31.58%	0	25.00%	18.75%	27.03%	
Tri-State Maintenance	18.39%	17.86%	30.67%	31.58%	83.33%	33.33%	25.00%	16.22%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	1	1	1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	1	0	0	0	1	0	1
Custom Home Elevator & Lift Co. Inc.	4	8	1	1	1	1	1	5	3
Home First	5	6	4	2	0	4	5	8	5
HomeCare Mattress Inc.	0	0	0	0	0	2	0	0	2
MedAdapt Ltd.	29	31	31	4	0	13	9	5	17
Stateline Medical Equipment	30	24	11	5	0	12	6	10	14
Tri-State Maintenance	16	15	19	6	5	16	8	6	11
Total Distinct Clients Served	84	84	67	18	6	48	31	35	9

Provider Quality Report: Service Metrics

Hamilton County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Jewish Family Service	0	27	143	97	205	86	106	76	738
Meals on Wheels of SW Ohio and Northern Kentucky	491	426	527	596	598	488	497	449	4,071
Total Billable Units	491	453	670	693	803	573	602	525	4,809

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Jewish Family Service	0	5.91%	21.36%	13.94%	25.47%	14.92%	17.52%	14.52%
Meals on Wheels of SW Ohio and Northern Kentucky	100.00%	94.09%	78.64%	86.06%	74.53%	85.08%	82.48%	85.48%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Jewish Family Service	0	7	12	11	16	16	13	12	12
Meals on Wheels of SW Ohio and Northern Kentucky	60	48	56	67	73	77	76	60	65
Total Distinct Clients Served	60	55	68	78	89	93	89	72	40



Provider Quality Report: Service Metrics

Hamilton County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	6	11	8	5	10	3	3	2	48
Total Billable Units	6	11	8	5	10	3	3	2	48

Market Share									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	6	11	8	4	10	3	3	2	6
Total Distinct Clients Served	6	11	8	4	10	3	3	2	6

Provider Quality Report: Service Metrics

Hamilton County ESP

Pest Control

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	44	38	32	20	2	0	0	0	136
Milts Termite & Pest Control	23	17	21	15	22	19	18	10	145
Total Billable Units	67	55	53	35	24	19	18	10	281

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
All Gone Termite & Pest Control, Inc.	65.67%	69.09%	60.38%	57.14%	8.33%	0	0	0
Milts Termite & Pest Control	34.33%	30.91%	39.62%	42.86%	91.67%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	14	18	12	7	1	0	0	0	10
Milts Termite & Pest Control	10	9	9	9	9	8	9	4	8
Total Distinct Clients Served	24	27	21	16	10	8	9	4	9

Provider Quality Report: Service Metrics

Hamilton County ESP

Transportation

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
home52 Transportation	10,899	13,016	12,149	11,552	11,559	10,428	9,564	7,721	86,887
Total Billable Units	10,899	13,016	12,149	11,552	11,559	10,428	9,564	7,721	86,887

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
home52 Transportation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
home52 Transportation	728	779	754	737	726	720	689	613	718
Total Distinct Clients Served	728	779	754	737	726	720	689	613	575

Provider Quality Report: Satisfaction Metrics

Hamilton County ESP

Hamilton County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	1	2	2	2	12	5	7	11
A Miracle Home Care	153	191	169	219	365	413	319	327
Always There Healthcare LLC	10	14	11	11	18	27	27	16
Amaramedical Health Care Services, Inc.	17	28	16	23	33	50	34	26
Assisted Care by Black Stone of CIN	51	51	27	27	37	43	43	35
Comfort and Care Home Health Agency, Inc.	1	3	0	0	2	2	2	1
Eastern Personnel Services, Inc.	6	6	7	1	5	8	18	13
Hillebrand Home Health	20	7	19	13	19	23	18	15
Interim HomeStyles of Greater Cincinnati, Inc.	16	16	13	16	33	43	27	35
LCD Home Health Agency	1	1	3	2	6	6	13	4
Nova Home Care	20	19	24	25	42	49	31	28
Prime Home Care, LLC	2	3	1	1	2	1	4	5
Quality Care	40	36	39	37	61	59	68	59
Right at Home	0	1	7	19	27	29	24	25
SH of Southern Ohio LLC	19	21	13	22	26	42	37	34
Superior Home Care, Inc.	33	30	29	24	53	67	51	50
Western Hills Home Care	1	0	6	2	14	13	12	3

Home Delivered Meals								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	2	0	0	1	0	0	0	0
Deupree Meals on Wheels	45	52	43	49	85	99	68	59
Maple Knoll Outreach Services for Seniors	35	40	31	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	34	48	38	64	123	144	117	129
Meals on Wheels of SW Ohio and Northern Kentucky	383	379	394	454	748	826	674	610

Medical Transportation								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	52	27	5	17	38	11	6	7
A-List Cleaning & Transportation	11	11	3	7	21	5	1	3
Bethesda Medical Transportation	3	17	6	19	25	12	10	25
Cincinnati Medical Transportation	0	1	0	2	0	1	0	0
Elite Xpress Transportation LLC	38	16	2	15	19	3	3	0
I Care Transportation LLC	12	6	6	9	16	2	2	8
LCD Agency Services	12	4	0	4	16	7	7	4
Meals on Wheels of SW Ohio and N. KY (CASS)	30	8	3	9	9	4	9	31
Meda-Care Transportation, Inc.	4	3	0	4	2	0	1	6
Ny's Transportation	10	9	1	1	2	1	0	0
Premier Transportation Solutions	0	0	0	0	1	8	2	3
Queen City Medical Transport	0	1	1	1	3	1	1	2
R Chappell Transportation	12	10	1	3	4	1	2	4
Redwood/Easterseals	2	3	2	3	2	1	0	0
Shaddai Transportation LLC	0	0	5	10	10	14	2	8
T & R Transportation	0	0	0	0	2	4	2	2
Timmons Tender Care	20	14	0	5	7	0	4	6
Traveling Seniors Transportation	14	6	1	5	8	4	1	3
Up and Walk Transportation	0	0	0	0	0	0	4	4

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	70.0%	100.0%	100.0%	100.0%	98.9%	94.0%	95.7%	100.0%
A Miracle Home Care	93.3%	94.5%	93.3%	94.3%	96.7%	96.7%	96.8%	95.7%
Always There Healthcare LLC	85.3%	93.9%	87.3%	94.5%	93.0%	98.4%	93.9%	98.8%
Amaramedical Health Care Services, Inc.	93.3%	93.5%	94.8%	95.2%	92.4%	92.0%	97.0%	90.2%
Assisted Care by Black Stone of CIN	90.6%	89.9%	80.0%	87.1%	94.4%	93.9%	98.5%	96.7%
Comfort and Care Home Health Agency, Inc.	90.0%	40.0%	No Data	No Data	95.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	79.2%	90.2%	84.1%	70.0%	64.0%	91.1%	81.5%	78.0%
Hillebrand Home Health	99.5%	100.0%	98.8%	92.9%	98.9%	97.7%	99.2%	97.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	95.6%	95.2%	97.2%	95.7%	99.0%	98.5%	96.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	95.8%	98.3%	98.5%	100.0%
Nova Home Care	82.3%	76.8%	90.4%	92.7%	93.6%	98.9%	97.7%	93.0%
Prime Home Care, LLC	100.0%	78.3%	0.0%	100.0%	95.0%	90.0%	100.0%	98.0%
Quality Care	92.9%	92.3%	93.1%	90.3%	95.8%	94.5%	94.3%	91.2%
Right at Home	No Data	100.0%	89.8%	85.4%	94.4%	95.1%	93.1%	92.8%
SH of Southern Ohio LLC	93.6%	94.0%	67.2%	83.8%	97.4%	96.3%	91.0%	93.6%
Superior Home Care, Inc.	99.7%	93.8%	98.3%	94.1%	96.2%	99.2%	98.3%	96.6%
Western Hills Home Care	70.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	93.2%	94.6%	94.6%	95.3%	96.6%	97.3%	97.3%	96.9%
Always There Healthcare LLC	85.7%	100.0%	100.0%	90.0%	100.0%	95.7%	92.0%	100.0%
Amaramedical Health Care Services, Inc.	85.7%	87.0%	100.0%	95.2%	93.1%	90.9%	94.1%	88.9%
Assisted Care by Black Stone of CIN	90.2%	90.2%	72.7%	78.3%	100.0%	85.7%	100.0%	92.9%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	80.0%	83.3%	100.0%	60.0%	87.5%	77.8%	75.0%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	96.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	85.7%	62.5%	85.0%	95.2%	94.9%	100.0%	100.0%	95.7%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	97.1%	97.1%	94.4%	90.6%	98.2%	94.4%	95.2%	94.1%
Right at Home	No Data	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	96.0%
SH of Southern Ohio LLC	94.1%	89.5%	58.3%	84.2%	95.5%	100.0%	93.8%	92.6%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	95.2%	97.6%	100.0%	97.7%	100.0%
Western Hills Home Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	91.3%	96.1%	92.9%	94.1%	97.5%	97.3%	98.3%	96.5%
Always There Healthcare LLC	80.0%	100.0%	100.0%	100.0%	94.1%	95.7%	96.2%	100.0%
Amaramedical Health Care Services, Inc.	92.3%	82.6%	81.8%	88.2%	96.4%	86.4%	93.5%	90.5%
Assisted Care by Black Stone of CIN	84.6%	80.0%	72.7%	71.4%	85.2%	85.7%	97.0%	92.3%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	75.0%	80.0%	80.0%	100.0%	60.0%	87.5%	77.8%	66.7%
Hillebrand Home Health	100.0%	100.0%	93.8%	90.9%	100.0%	100.0%	92.3%	81.8%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	90.0%	100.0%	96.8%	97.6%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	93.8%	58.8%	90.0%	95.0%	87.2%	100.0%	100.0%	87.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	93.8%	93.9%	97.0%	88.2%	98.1%	96.1%	98.4%	96.0%
Right at Home	No Data	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	96.0%
SH of Southern Ohio LLC	88.2%	93.8%	61.5%	84.2%	95.0%	97.1%	91.4%	96.2%
Superior Home Care, Inc.	100.0%	95.2%	100.0%	95.2%	97.7%	98.3%	100.0%	97.7%
Western Hills Home Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%	100.0%
A Miracle Home Care	87.9%	86.2%	88.6%	84.2%	92.8%	91.9%	93.9%	90.7%
Always There Healthcare LLC	77.8%	91.7%	72.7%	90.9%	88.2%	96.3%	88.9%	93.8%
Amaramedical Health Care Services, Inc.	100.0%	92.9%	100.0%	95.7%	93.5%	93.8%	97.1%	96.2%
Assisted Care by Black Stone of CIN	86.0%	86.0%	77.8%	84.0%	94.6%	88.4%	100.0%	91.4%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	66.7%	83.3%	85.7%	No Data	60.0%	87.5%	76.5%	69.2%
Hillebrand Home Health	95.0%	100.0%	94.7%	92.3%	94.7%	90.9%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	97.0%	95.1%	96.2%	88.2%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Nova Home Care	65.0%	73.7%	70.8%	92.0%	90.5%	98.0%	90.0%	85.7%
Prime Home Care, LLC	100.0%	50.0%	No Data	100.0%	50.0%	100.0%	100.0%	100.0%
Quality Care	82.5%	83.3%	79.5%	89.2%	83.6%	87.9%	89.4%	83.1%
Right at Home	No Data	100.0%	42.9%	68.4%	74.1%	79.3%	73.9%	80.0%
SH of Southern Ohio LLC	84.2%	95.2%	69.2%	81.8%	96.2%	87.8%	91.9%	94.1%
Superior Home Care, Inc.	100.0%	80.0%	96.4%	91.7%	92.3%	95.4%	98.0%	94.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	100.0%	99.5%	97.6%	100.0%	99.7%	99.3%	99.0%	98.5%
Always There Healthcare LLC	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	97.1%	92.3%
Assisted Care by Black Stone of CIN	98.0%	100.0%	85.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	100.0%	100.0%	100.0%	80.0%	100.0%	94.4%	92.3%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	94.7%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	93.8%	100.0%	100.0%	97.0%	100.0%	100.0%	94.1%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	90.0%	89.5%	100.0%	95.8%	100.0%	100.0%	96.8%	96.4%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	100.0%	100.0%	100.0%	94.6%	98.4%	98.3%	100.0%	96.6%
Right at Home	No Data	100.0%	100.0%	94.7%	100.0%	96.6%	95.8%	96.0%
SH of Southern Ohio LLC	100.0%	100.0%	84.6%	90.9%	100.0%	100.0%	91.9%	97.1%
Superior Home Care, Inc.	100.0%	96.7%	100.0%	95.7%	96.2%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?								
Historical Average: 94.9%								
½ Historical Standard Deviation: 3.4%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
A Miracle Home Care	95.9%	97.9%	94.7%	98.1%	97.3%	97.1%	96.5%	96.6%
Always There Healthcare LLC	87.5%	92.3%	81.8%	100.0%	94.1%	100.0%	96.3%	100.0%
Amaramedical Health Care Services, Inc.	100.0%	100.0%	100.0%	100.0%	93.9%	98.0%	100.0%	88.5%
Assisted Care by Black Stone of CIN	94.0%	94.1%	88.5%	96.0%	97.3%	100.0%	100.0%	97.1%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	100.0%	71.4%	No Data	60.0%	87.5%	83.3%	76.9%
Hillebrand Home Health	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	93.8%	84.6%	100.0%	97.0%	100.0%	100.0%	97.1%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	90.0%	89.5%	95.7%	95.8%	95.1%	100.0%	96.8%	96.4%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	97.4%	97.1%	94.9%	89.2%	98.4%	98.3%	91.0%	89.8%
Right at Home	No Data	100.0%	85.7%	89.5%	88.9%	96.4%	95.7%	92.0%
SH of Southern Ohio LLC	100.0%	100.0%	69.2%	90.9%	100.0%	97.6%	91.9%	94.1%
Superior Home Care, Inc.	100.0%	100.0%	96.6%	95.8%	96.2%	100.0%	100.0%	100.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	96.7%	96.3%	94.6%	96.3%	97.0%	97.8%	95.9%	96.6%
Always There Healthcare LLC	100.0%	92.9%	100.0%	90.9%	88.9%	96.3%	100.0%	100.0%
Amaramedical Health Care Services, Inc.	93.8%	100.0%	100.0%	95.7%	90.9%	90.0%	100.0%	92.3%
Assisted Care by Black Stone of CIN	92.2%	98.0%	85.2%	96.0%	100.0%	97.7%	100.0%	97.1%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	100.0%	100.0%	85.7%	100.0%	60.0%	100.0%	88.9%	92.3%
Hillebrand Home Health	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	87.5%	92.3%	93.8%	90.9%	100.0%	100.0%	97.1%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%
Nova Home Care	85.0%	84.2%	95.8%	96.0%	97.6%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	97.5%	86.1%	92.3%	91.9%	98.4%	93.2%	98.5%	89.8%
Right at Home	No Data	100.0%	100.0%	84.2%	100.0%	100.0%	95.8%	96.0%
SH of Southern Ohio LLC	100.0%	95.2%	69.2%	90.9%	96.2%	95.2%	94.6%	94.1%
Superior Home Care, Inc.	100.0%	96.7%	96.6%	95.8%	98.1%	100.0%	98.0%	96.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Does your aide do the things you ask them to do?								
Historical Average: 95.7%								
½ Historical Standard Deviation: 3.0%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A Miracle Home Care	97.3%	96.8%	95.8%	98.2%	97.8%	98.3%	97.5%	96.6%
Always There Healthcare LLC	100.0%	92.9%	100.0%	90.9%	94.4%	100.0%	96.3%	100.0%
Amaramedical Health Care Services, Inc.	94.1%	96.4%	100.0%	95.7%	90.9%	94.0%	100.0%	92.3%
Assisted Care by Black Stone of CIN	96.1%	98.0%	85.2%	96.0%	97.3%	97.7%	100.0%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	83.3%	100.0%	83.3%	100.0%	80.0%	100.0%	83.3%	92.3%
Hillebrand Home Health	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	93.8%	100.0%	93.8%	93.9%	100.0%	96.3%	97.1%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%
Nova Home Care	95.0%	84.2%	87.5%	92.0%	95.2%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	97.5%	100.0%	94.9%	97.3%	100.0%	98.3%	100.0%	93.2%
Right at Home	No Data	100.0%	100.0%	89.5%	96.3%	100.0%	95.8%	96.0%
SH of Southern Ohio LLC	100.0%	100.0%	76.9%	86.4%	100.0%	97.6%	94.4%	97.1%
Superior Home Care, Inc.	100.0%	96.7%	96.6%	100.0%	96.2%	100.0%	98.0%	98.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

If your aide is not available, are you offered another aide?								
Historical Average: 90.3%								
½ Historical Standard Deviation: 6.0%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
A Miracle Home Care	88.2%	95.5%	94.5%	96.6%	96.8%	97.2%	98.3%	97.8%
Always There Healthcare LLC	57.1%	91.7%	72.7%	100.0%	93.8%	100.0%	84.0%	100.0%
Amaramedical Health Care Services, Inc.	84.6%	90.0%	72.7%	94.7%	86.7%	90.9%	96.9%	88.9%
Assisted Care by Black Stone of CIN	91.7%	82.1%	70.0%	81.0%	77.3%	93.5%	93.3%	96.2%
Comfort and Care Home Health Agency, Inc.	No Data	50.0%	No Data	No Data	100.0%	No Data	100.0%	100.0%
Eastern Personnel Services, Inc.	66.7%	75.0%	80.0%	100.0%	60.0%	85.7%	77.8%	69.2%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	91.7%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	84.6%	96.7%	97.6%	100.0%	92.6%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	75.0%	83.3%	100.0%	100.0%
Nova Home Care	73.3%	73.3%	100.0%	86.4%	91.9%	95.2%	100.0%	90.0%
Prime Home Care, LLC	100.0%	No Data	No Data	100.0%	100.0%	No Data	100.0%	80.0%
Quality Care	88.2%	93.9%	93.9%	97.0%	98.1%	94.2%	93.4%	91.8%
Right at Home	No Data	100.0%	100.0%	86.7%	100.0%	96.3%	95.0%	88.0%
SH of Southern Ohio LLC	80.0%	71.4%	63.6%	80.0%	94.7%	97.3%	84.8%	85.2%
Superior Home Care, Inc.	100.0%	86.4%	100.0%	84.2%	97.6%	100.0%	95.1%	87.8%
Western Hills Home Care	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%
A Miracle Home Care	93.9%	91.5%	89.8%	89.8%	96.1%	95.1%	95.6%	93.1%
Always There Healthcare LLC	77.8%	92.9%	81.8%	90.9%	82.4%	100.0%	92.6%	93.8%
Amaramedical Health Care Services, Inc.	94.1%	96.4%	100.0%	95.5%	90.9%	90.0%	94.1%	88.5%
Assisted Care by Black Stone of CIN	88.0%	86.3%	77.8%	92.0%	94.6%	95.3%	97.6%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	No Data	No Data	No Data	50.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	66.7%	100.0%	85.7%	No Data	60.0%	87.5%	77.8%	61.5%
Hillebrand Home Health	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	92.3%	100.0%	93.9%	100.0%	96.3%	93.9%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	65.0%	73.7%	87.5%	91.7%	92.9%	98.0%	93.5%	85.7%
Prime Home Care, LLC	100.0%	33.3%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	82.5%	80.0%	92.1%	81.1%	88.3%	89.5%	84.8%	88.1%
Right at Home	No Data	100.0%	85.7%	68.4%	85.2%	86.2%	91.7%	92.0%
SH of Southern Ohio LLC	94.7%	95.2%	69.2%	72.7%	96.2%	92.9%	81.1%	88.2%
Superior Home Care, Inc.	100.0%	90.0%	100.0%	95.8%	96.2%	98.5%	98.0%	94.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Care Assistance SASI Scores

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	85.7%	100.0%
A Miracle Home Care	89.1%	90.3%	90.2%	90.7%	95.6%	95.6%	96.2%	93.5%
Always There Healthcare LLC	87.5%	92.3%	63.6%	90.9%	94.1%	100.0%	92.6%	100.0%
Amaramedical Health Care Services, Inc.	88.2%	89.3%	93.8%	91.3%	93.8%	87.8%	96.9%	84.0%
Assisted Care by Black Stone of CIN	85.7%	84.3%	84.6%	76.0%	97.3%	95.3%	97.6%	100.0%
Comfort and Care Home Health Agency, Inc.	100.0%	50.0%	No Data	No Data	100.0%	50.0%	100.0%	100.0%
Eastern Personnel Services, Inc.	66.7%	83.3%	85.7%	100.0%	60.0%	87.5%	77.8%	84.6%
Hillebrand Home Health	100.0%	100.0%	100.0%	84.6%	100.0%	100.0%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	87.5%	92.3%	100.0%	97.0%	100.0%	100.0%	100.0%
LCD Home Health Agency	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	80.0%	78.9%	91.7%	87.5%	90.5%	97.9%	100.0%	92.9%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Quality Care	92.5%	91.4%	92.1%	83.8%	96.7%	94.8%	92.5%	89.7%
Right at Home	No Data	100.0%	100.0%	78.9%	100.0%	96.6%	87.0%	96.0%
SH of Southern Ohio LLC	94.7%	100.0%	50.0%	76.2%	100.0%	97.6%	94.6%	97.1%
Superior Home Care, Inc.	97.0%	96.7%	96.4%	91.7%	94.3%	100.0%	98.0%	98.0%
Western Hills Home Care	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	98.6%	97.8%	95.6%	99.2%	99.2%	98.7%	98.3%	99.7%
Maple Knoll Outreach Services for Seniors	99.6%	95.8%	99.2%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	99.2%	97.6%	97.7%	94.3%	98.1%	97.6%	98.6%	97.9%
Meals on Wheels of SW Ohio and Northern Kentucky	97.9%	97.3%	96.8%	96.6%	98.3%	98.4%	98.5%	98.6%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	97.6%	100.0%	98.7%	100.0%	98.4%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	96.8%	97.8%	100.0%	100.0%	99.1%	99.3%	99.1%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	98.9%	98.6%	99.0%	99.0%	99.6%	98.9%	98.9%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.8%	98.1%	90.7%	100.0%	97.6%	99.0%	98.5%	100.0%
Maple Knoll Outreach Services for Seniors	97.1%	92.5%	96.8%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	97.1%	95.7%	94.6%	87.5%	97.5%	96.5%	96.6%	94.5%
Meals on Wheels of SW Ohio and Northern Kentucky	95.8%	94.7%	94.7%	94.0%	96.1%	96.7%	97.0%	97.5%

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

Hamilton County ESP

Home Delivered Meals SASI Scores

Can you depend on your meals driver?

Historical Average: 99.4%

½ Historical Standard Deviation: 0.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	98.4%	100.0%	99.3%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	99.5%	99.5%	99.0%	98.2%	99.6%	99.6%	99.7%	99.7%

Do the people at [HDM Service Provider] let you know about changes to your service?

Historical Average: 97.9%

½ Historical Standard Deviation: 1.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	100.0%	97.2%	100.0%	100.0%	97.8%	100.0%	98.0%
Maple Knoll Outreach Services for Seniors	100.0%	94.4%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	98.2%	99.1%	97.6%	99.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	98.7%	97.9%	97.9%	98.4%	98.9%	98.8%	98.1%	98.4%

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	95.3%	100.0%	99.3%	98.3%	99.2%
Meals on Wheels of SW Ohio and Northern Kentucky	100.0%	98.4%	99.5%	98.7%	99.5%	99.3%	99.7%	99.3%

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

Provider Quality Report: Satisfaction Metrics¹

Hamilton County ESP

Home Delivered Meals SASI Scores

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	93.3%	94.2%	90.7%	93.9%	98.8%	94.9%	94.1%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	92.3%	96.8%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	93.8%	94.7%	90.6%	94.3%	91.0%	95.7%	93.0%
Meals on Wheels of SW Ohio and Northern Kentucky	92.9%	93.9%	92.9%	91.1%	95.3%	95.2%	96.4%	96.7%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	97.8%	94.2%	93.0%	100.0%	100.0%	99.0%	98.5%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.4%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	95.7%	92.1%	93.7%	96.7%	99.3%	100.0%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	98.2%	96.3%	95.7%	95.8%	98.8%	98.4%	98.9%	99.2%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Cincinnati Area Senior Services Inc	100.0%	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Deupree Meals on Wheels	100.0%	98.1%	95.3%	100.0%	100.0%	99.0%	97.1%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	97.5%	100.0%	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	97.8%	100.0%	90.6%	98.4%	98.6%	100.0%	98.4%
Meals on Wheels of SW Ohio and Northern Kentucky	98.4%	98.9%	95.9%	97.6%	99.5%	99.3%	99.0%	99.2%

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

Hamilton County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	98.3%	98.9%	98.0%	98.2%	98.1%	100.0%	98.3%	98.6%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	99.5%	98.7%	99.2%	100.0%	99.2%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	98.9%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	No Data
I Care Transportation LLC	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%
LCD Agency Services	98.3%	95.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	98.8%	98.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	93.9%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	99.3%
Meda-Care Transportation, Inc.	95.0%	100.0%	No Data	95.0%	95.0%	No Data	80.0%	94.7%
Ny's Transportation	100.0%	100.0%	100.0%	50.5%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	97.5%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	99.3%	100.0%	98.7%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	99.0%	100.0%	No Data	100.0%	100.0%	No Data	97.5%	95.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	100.0%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Do you feel safe and secure during your ride?								
Historical Average: 98.6%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 1.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	96.3%	100.0%	94.1%	97.4%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	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%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	96.0%	100.0%	100.0%	93.8%	94.6%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	91.3%	91.7%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	97.2%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	92.6%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	96.7%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	83.3%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton 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%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	96.2%	100.0%	100.0%	100.0%	94.6%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	92.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	77.8%	96.8%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	83.3%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.7%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
360 Total Care LLC	96.2%	96.3%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
360 Total Care LLC	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Maple Knoll Outreach Services for Seniors	94.1%	100.0%	100.0%	No Data	No Data	No Data	100.0%	No Data
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	50.0%	No Data	No Data	66.7%
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	90.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%								
½ Historical Standard Deviation: 4.5%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
360 Total Care LLC	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	85.7%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meda-Care Transportation, Inc.	50.0%	100.0%	No Data	100.0%	100.0%	No Data	0.0%	80.0%
Ny's Transportation	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	75.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	83.3%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
360 Total Care LLC	96.2%	96.3%	100.0%	94.1%	97.4%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	83.3%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	75.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	75.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton County ESP

Medical Transportation SASI Scores

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
360 Total Care LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A-List Cleaning & Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bethesda Medical Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cincinnati Medical Transportation	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Elite Xpress Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
I Care Transportation LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
LCD Agency Services	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and N. KY (CASS)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Ny's Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Premier Transportation Solutions	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Queen City Medical Transport	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
R Chappell Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Redwood/Easterseals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Shaddai Transportation LLC	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
T & R Transportation	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Timmons Tender Care	100.0%	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%
Traveling Seniors Transportation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Up and Walk Transportation	No Data	No Data	No Data	No Data	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

Hamilton County Elderly Services Program

Transportation Coord SASI Scores

Do you believe having transportation to your medical appointments improves your overall health and well-being?

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coordination	98.4%	100.0%	93.5%	99.0%	97.9%	95.7%	100.0%	98.9%

If the Coord staff were unable to arrange your ride to your medical appointment, would you have gone to Urgent Care, the ER or called 911 for medical attention?

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coordination	60.0%	13.8%	13.3%	4.1%	7.3%	9.0%	30.1%	30.1%

Was scheduling your ride with the Transportation Coordination Center easy?

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coordination	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%

Was the Transportation Coordination staff kind and courteous?

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coordination	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%

Would you recommend home52 Transportation to a family member or friend?

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home 52 Coordination	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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 26,949 SASIs collected over a two year period from April 1, 2023 through March 31st 2025 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 2, 2023 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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