



Warren County



Provider Quality Report

Quarter 1, 2022

Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Consumer Directed Care	4
Electronic Monitoring System	5
Home Care Assistance	6
Home Delivered Meals	7
Home Medical Equipment	8
Home Modification	9
Independent Living Assistance	10
Major Housecleaning	11
Pest Control	12
Transportation	13

Satisfaction Metrics	
Service	Page(s)
SASI Counts	14
Home Care Assistance	15 - 18
Home Delivered Meals	19 - 20
Medical Transportation	21 - 24

Appendix A: Methodology for SASI Analysis	25
Appendix B: Provider Activity	26



Provider Quality Report: Introduction

Warren 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. Quarter1 is Jan-March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.
- As of Q3 2021 Cincinnati Area Senior Services(CASS) data will be included with Meals on Wheels of SW Ohio and Northern Kentucky due to a partnership merger.
- 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.

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
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	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. Any provider with billable units during quarter 2 is the direct result of late billing. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

SASI Scoring:

SASIs were not collected during April and May 2020 and resumed in June. Therefore, Q2 2020 SASI scores consist of smaller sample sizes which may impact providers' scores.

Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	2,948	2,756	3,599	4,395	4,855	4,773	4,859	5,126	33,310
Total Billable Units	2,948	2,756	3,599	4,395	4,855	4,773	4,859	5,126	33,310

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	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	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	37	39	45	51	53	55	51	65	50
Total Distinct Clients Served	37	39	45	51	53	55	51	65	50

Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,477	3,488	3,497	3,388	3,387	3,350	3,404	3,327	27,316
Total Billable Units	3,477	3,488	3,497	3,388	3,387	3,350	3,404	3,327	27,316

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
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									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,128	1,139	1,113	1,105	1,092	1,081	1,109	1,081	1,106
Total Distinct Clients Served	1,128	1,139	1,113	1,105	1,092	1,081	1,109	1,081	1,106

Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	0	0	94	136	229
A Miracle Home Care	5,338	5,725	5,966	6,139	6,692	6,630	6,509	5,675	48,672
Always There Healthcare LLC	0	0	0	0	0	0	0	28	28
Assisted Care by Black Stone of CIN	3,392	7,627	5,546	5,694	4,829	2,561	5,170	3,660	38,480
Helping Hands Private Duty Homecare	8,711	8,017	6,352	5,948	5,872	5,110	4,535	3,622	48,168
Interim HomeStyles of Greater Cincinnati, Inc.	2,070	2,303	2,090	1,997	1,760	1,590	1,396	1,074	14,280
Nova Home Care	0	0	0	0	0	0	72	24	95
Prime Home Care, LLC	93	86	126	106	29	98	135	127	800
Quality Care	439	296	567	514	995	896	899	533	5,137
SH of Southern Ohio LLC	0	0	0	0	0	259	65	159	483
Total Billable Units	20,043	24,054	20,646	20,397	20,177	17,143	18,875	15,037	156,372

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Best Home Care, Inc.	0	0	0	0	0	0	0.50%	0.90%
A Miracle Home Care	26.63%	23.80%	28.89%	30.10%	33.16%	38.67%	34.48%	37.74%
Always There Healthcare LLC	0	0	0	0	0	0	0	0.19%
Assisted Care by Black Stone of CIN	16.93%	31.71%	26.86%	27.92%	23.93%	14.94%	27.39%	24.34%
Helping Hands Private Duty Homecare	43.46%	33.33%	30.77%	29.16%	29.10%	29.81%	24.03%	24.09%
Interim HomeStyles of Greater Cincinnati, Inc.	10.33%	9.58%	10.12%	9.79%	8.72%	9.27%	7.40%	7.14%
Nova Home Care	0	0	0	0	0	0	0.38%	0.16%
Prime Home Care, LLC	0.46%	0.36%	0.61%	0.52%	0.14%	0.57%	0.72%	0.84%
Quality Care	2.19%	1.23%	2.74%	2.52%	4.93%	5.23%	4.76%	3.54%
SH of Southern Ohio LLC	0	0	0	0	0	1.51%	0.35%	1.05%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	0	0	1	4	3
A Miracle Home Care	157	187	217	230	249	236	240	220	217
Always There Healthcare LLC	0	0	0	0	0	0	0	1	1
Assisted Care by Black Stone of CIN	199	240	227	206	173	140	138	131	182
Helping Hands Private Duty Homecare	334	283	250	216	216	202	179	155	229
Interim HomeStyles of Greater Cincinnati, Inc.	85	110	92	81	66	63	59	41	75
Nova Home Care	0	0	0	0	0	0	6	2	4
Prime Home Care, LLC	4	4	4	3	3	4	4	4	4
Quality Care	16	18	26	23	56	47	42	38	33
SH of Southern Ohio LLC	0	0	0	0	0	26	11	18	18
Total Distinct Clients Served	795	842	816	759	763	718	680	614	107

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	4,347	3,426	2,965	3,267	2,871	2,539	2,200	2,326	23,941
Mayerson JCC (Jewish Community Center)	331	358	484	384	406	399	575	753	3,690
Partners in Prime	71	56	0	0	0	0	0	0	127
Warren County Community Service	60,625	63,288	64,108	59,095	58,103	55,888	56,909	55,602	473,618
Total Billable Units	65,374	67,128	67,557	62,746	61,380	58,826	59,684	58,681	501,376

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	6.65%	5.10%	4.39%	5.21%	4.68%	4.32%	3.69%	3.96%
Mayerson JCC (Jewish Community Center)	0.51%	0.53%	0.72%	0.61%	0.66%	0.68%	0.96%	1.28%
Partners in Prime	0.11%	0.08%	0	0	0	0	0	0
Warren County Community Service	92.74%	94.28%	94.89%	94.18%	94.66%	95.01%	95.35%	94.75%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	51	50	49	53	46	42	36	39	46
Mayerson JCC (Jewish Community Center)	9	9	10	11	10	8	15	14	11
Partners in Prime	1	1	0	0	0	0	0	0	1
Warren County Community Service	886	919	920	920	894	861	872	884	895
Total Distinct Clients Served	947	979	979	984	950	911	923	937	293

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
American Ramp Systems	0	0	0	0	0	0	0	2	2
Bernens Medical	0	0	3	12	11	11	19	10	66
Home First	0	0	3	4	2	1	2	5	17
Mullaney's Pharmacy & Home Health Care	0	0	5	3	1	1	0	3	13
Stateline Medical Equipment	0	0	0	0	6	1	1	3	11
Total Billable Units	0	0	11	19	20	14	22	23	109

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
American Ramp Systems	0	0	0	0	0	0	0	8.70%	
Bernens Medical	0	0	27.27%	63.16%	55.00%	78.57%	86.36%	43.48%	
Home First	0	0	27.27%	21.05%	10.00%	7.14%	9.09%	21.74%	
Mullaney's Pharmacy & Home Health Care	0	0	45.45%	15.79%	5.00%	7.14%	0	13.04%	
Stateline Medical Equipment	0	0	0	0	30.00%	7.14%	4.55%	13.04%	
Total Market Share	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	0	0	1	1
Bernens Medical	0	0	3	9	10	11	18	9	10
Home First	0	0	3	4	2	1	2	5	3
Mullaney's Pharmacy & Home Health Care	0	0	2	2	1	1	0	3	2
Stateline Medical Equipment	0	0	0	0	5	1	1	3	3
Total Distinct Clients Served	0	0	8	15	18	14	21	21	4

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	1	1	1	1	0	2	0	6
Home First	6	7	11	12	13	15	28	23	115
MedAdapt Ltd.	4	13	9	12	8	7	10	17	80
People Working Cooperatively, Inc.	1	0	0	2	0	1	0	1	5
Stateline Medical Equipment	0	3	1	7	6	1	1	0	19
Tri-State Maintenance	3	0	4	1	9	6	6	1	30
Total Billable Units	14	24	26	35	37	30	47	42	255

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Custom Home Elevator & Lift Co. Inc.	0	4.17%	3.85%	2.86%	2.70%	0	4.26%	0	
Home First	42.86%	29.17%	42.31%	34.29%	35.14%	50.00%	59.57%	54.76%	
MedAdapt Ltd.	28.57%	54.17%	34.62%	34.29%	21.62%	23.33%	21.28%	40.48%	
People Working Cooperatively, Inc.	7.14%	0	0	5.71%	0	3.33%	0	2.38%	
Stateline Medical Equipment	0	12.50%	3.85%	20.00%	16.22%	3.33%	2.13%	0	
Tri-State Maintenance	21.43%	0	15.38%	2.86%	24.32%	20.00%	12.77%	2.38%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	1	1	1	1	0	2	0	1
Home First	5	6	9	11	13	14	23	18	12
MedAdapt Ltd.	4	12	7	11	8	7	10	15	9
People Working Cooperatively, Inc.	1	0	0	2	0	1	0	1	1
Stateline Medical Equipment	0	3	1	6	4	1	1	0	3
Tri-State Maintenance	3	0	3	1	9	6	6	1	4
Total Distinct Clients Served	13	22	21	32	35	29	42	35	6

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	14	14	13	14	14	3	0	60	131
Partners in Prime	143	127	100	126	170	160	109	23	957
Total Billable Units	157	141	113	141	183	162	109	83	1,088

Market Share								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	9.08%	9.77%	11.48%	10.14%	7.38%	1.54%	0	72.73%
Partners in Prime	90.92%	90.23%	88.52%	89.86%	92.62%	98.46%	100.00%	27.27%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	1	1	1	1	1	1	0	38	6
Partners in Prime	41	34	31	41	45	46	39	21	37
Total Distinct Clients Served	42	35	32	42	46	47	39	59	23

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	2	3	1	3	0	4	1	1	15
Total Billable Units	2	3	1	3	0	4	1	1	15

Market Share								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2021	2021	2021	2021	2022	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	2	3	1	3	0	4	1	1	2
Total Distinct Clients Served	2	3	1	3	0	4	1	1	2

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
All Gone Termite & Pest Control, Inc.	6	0	3	4	7	8	8	8	44
Milt's Termite & Pest Control	6	3	4	4	5	3	5	2	32
Total Billable Units	12	3	7	8	12	11	13	10	76

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
All Gone Termite & Pest Control, Inc.	50.00%	0	42.86%	50.00%	58.33%	72.73%	61.54%	80.00%	
Milt's Termite & Pest Control	50.00%	100.00%	57.14%	50.00%	41.67%	27.27%	38.46%	20.00%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	2	0	2	3	3	4	4	4	3
Milt's Termite & Pest Control	2	1	2	2	3	2	3	1	2
Total Distinct Clients Served	4	1	4	5	6	6	7	5	3

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Total Billable Units
Central Connections	10	65	86	76	16	41	83	85	462
Meda-Care Transportation, Inc.	233	265	320	272	232	206	201	139	1,868
Universal Transportation Systems	133	166	160	113	40	73	70	84	839
Valley Transport LLC	0	0	0	0	0	0	60	41	101
Warren County Community Service	443	683	668	743	882	917	872	945	6,153
Total Billable Units	819	1,179	1,234	1,204	1,170	1,237	1,286	1,294	9,423

Market Share									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	
Central Connections	1.22%	5.51%	6.97%	6.31%	1.37%	3.31%	6.45%	6.57%	
Meda-Care Transportation, Inc.	28.45%	22.48%	25.93%	22.59%	19.83%	16.65%	15.63%	10.74%	
Universal Transportation Systems	16.24%	14.08%	12.97%	9.39%	3.42%	5.90%	5.44%	6.49%	
Valley Transport LLC	0	0	0	0	0	0	4.67%	3.17%	
Warren County Community Service	54.09%	57.93%	54.13%	61.71%	75.38%	74.13%	67.81%	73.03%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	Avg. Distinct Clients Served
Central Connections	3	7	6	4	3	8	4	6	5
Meda-Care Transportation, Inc.	26	35	35	35	30	24	22	18	28
Universal Transportation Systems	12	21	20	15	14	14	13	12	15
Valley Transport LLC	0	0	0	0	0	0	10	5	8
Warren County Community Service	52	68	74	85	81	95	85	89	79
Total Distinct Clients Served	93	131	135	139	128	141	134	130	30

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	17	50	68	63	72	68	85	72
Assisted Care by Black Stone of CIN	32	104	72	105	62	71	69	56
Helping Hands Private Duty Homecare	30	96	67	73	61	61	62	67
Interim HomeStyles of Greater Cincinnati, Inc.	13	26	22	32	23	23	25	15
Nova Home Care	0	0	0	0	0	0	0	1
Prime Home Care, LLC	0	0	2	0	1	0	1	0
Quality Care	0	10	4	9	10	16	16	20
SH of Southern Ohio LLC	0	0	0	0	0	3	5	5

Home Delivered Meals								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	4	22	14	24	13	17	13	14
Mayerson JCC (Jewish Community Center)	0	2	2	0	3	3	4	4
Warren County Community Service	86	234	228	251	244	227	263	297

Medical Transportation								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	0	1	2	3	4	1	3	2
Kemper Shuttle Services	0	0	0	0	0	0	1	1
Meda-Care Transportation, Inc.	4	19	19	14	16	14	16	18
Universal Transportation Systems	3	19	11	14	8	8	8	6
Valley Transport LLC	0	0	0	0	0	0	1	5
Warren County Community Service	15	41	33	54	35	45	39	48

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	91.3%	93.7%	94.4%	93.5%	95.7%	91.6%	92.4%	92.8%
Assisted Care by Black Stone of CIN	93.6%	87.7%	91.3%	90.9%	87.9%	88.5%	91.8%	94.8%
Helping Hands Private Duty Homecare	92.8%	93.0%	95.4%	95.5%	95.3%	96.5%	90.2%	92.2%
Interim HomeStyles of Greater Cincinnati, Inc.	93.0%	96.9%	97.2%	97.4%	92.3%	97.8%	99.6%	94.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	60.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	90.0%	No Data	100.0%	No Data
Quality Care	No Data	89.8%	100.0%	85.1%	96.9%	87.2%	85.9%	85.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	91.7%	76.0%	85.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	86.7%	90.0%	87.9%	88.9%	93.7%	82.1%	86.1%	91.5%
Assisted Care by Black Stone of CIN	93.1%	79.1%	85.3%	77.7%	75.0%	78.3%	84.4%	93.9%
Helping Hands Private Duty Homecare	85.7%	96.5%	96.8%	95.5%	98.2%	98.2%	87.5%	91.8%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	86.4%	100.0%	100.0%	90.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	88.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Miracle Home Care	80.0%	90.7%	85.5%	81.5%	98.4%	87.5%	87.1%	93.1%
Assisted Care by Black Stone of CIN	83.9%	69.3%	77.8%	78.0%	79.6%	82.1%	84.4%	87.0%
Helping Hands Private Duty Homecare	93.1%	94.4%	95.2%	98.5%	94.7%	96.4%	84.2%	88.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.2%	95.2%	96.8%	91.3%	100.0%	100.0%	86.7%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	85.7%	100.0%	93.8%	86.7%	88.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	50.0%

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

Warren County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	82.4%	84.0%	94.1%	93.5%	84.7%	88.2%	89.4%	88.7%
Assisted Care by Black Stone of CIN	87.5%	84.6%	97.2%	92.3%	86.9%	84.3%	92.8%	94.6%
Helping Hands Private Duty Homecare	73.3%	69.5%	74.6%	80.8%	75.4%	78.7%	66.1%	69.7%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	80.8%	95.5%	96.8%	82.6%	91.3%	96.0%	93.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	60.0%	100.0%	66.7%	100.0%	50.0%	43.8%	65.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	66.7%	60.0%	80.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	98.6%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.6%	100.0%	100.0%	97.1%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	100.0%	98.0%	100.0%	100.0%	100.0%	98.5%	96.5%	97.2%
Assisted Care by Black Stone of CIN	100.0%	98.1%	98.6%	99.0%	96.8%	97.1%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren 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	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	96.0%	98.5%	95.2%	98.6%	95.5%	96.5%	97.2%
Assisted Care by Black Stone of CIN	100.0%	98.1%	98.6%	100.0%	100.0%	97.1%	100.0%	98.2%
Helping Hands Private Duty Homecare	93.3%	97.9%	98.5%	100.0%	96.7%	100.0%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	93.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	98.0%	100.0%	98.4%	98.6%	97.1%	97.6%	97.2%
Assisted Care by Black Stone of CIN	100.0%	97.1%	98.6%	99.0%	98.4%	95.7%	98.6%	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	90.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%

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

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	93.8%	91.9%	90.7%	87.5%	96.4%	84.9%	89.4%	81.5%
Assisted Care by Black Stone of CIN	84.0%	75.9%	78.0%	79.1%	70.5%	73.5%	75.0%	86.5%
Helping Hands Private Duty Homecare	92.6%	91.7%	96.8%	92.2%	98.1%	98.1%	86.8%	87.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	91.7%	95.0%	96.8%	80.0%	90.9%	100.0%	92.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	0.0%	No Data	100.0%	No Data
Quality Care	No Data	77.8%	100.0%	87.5%	88.9%	78.6%	78.6%	60.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	50.0%	60.0%	66.7%

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

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	94.1%	98.0%	94.1%	98.4%	91.7%	91.0%	92.9%	91.7%
Assisted Care by Black Stone of CIN	96.9%	90.4%	91.7%	95.2%	85.5%	91.4%	94.2%	94.6%
Helping Hands Private Duty Homecare	96.6%	91.7%	94.0%	93.2%	93.4%	96.7%	91.8%	90.9%
Interim HomeStyles of Greater Cincinnati, Inc.	84.6%	100.0%	90.9%	96.8%	91.3%	95.7%	100.0%	92.9%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	90.0%	100.0%	44.4%	90.0%	68.8%	68.8%	70.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	60.0%

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 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
A Miracle Home Care	88.2%	90.0%	92.6%	91.9%	94.4%	91.2%	89.4%	91.7%
Assisted Care by Black Stone of CIN	90.6%	84.3%	88.9%	88.2%	86.7%	88.6%	91.3%	92.9%
Helping Hands Private Duty Homecare	93.1%	94.6%	98.5%	94.5%	96.7%	98.4%	91.9%	94.0%
Interim HomeStyles of Greater Cincinnati, Inc.	91.7%	100.0%	95.5%	93.5%	91.3%	100.0%	100.0%	93.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	No Data	80.0%	100.0%	66.7%	100.0%	93.8%	93.8%	85.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%	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

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	93.8%	83.8%	100.0%	95.1%	93.8%	88.3%	88.6%	92.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.4%	98.9%	98.3%	99.2%	99.3%	98.8%	98.6%	99.2%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	84.2%	100.0%	90.9%	90.9%	93.3%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	99.5%	100.0%	100.0%	99.5%	100.0%	99.6%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	75.0%	76.2%	100.0%	95.8%	84.6%	68.8%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	97.4%	96.5%	98.4%	98.3%	96.9%	97.7%	97.3%

Can you depend on your meals driver?								
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	92.3%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	100.0%	100.0%	99.6%	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	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	86.7%	100.0%	100.0%	90.0%	91.7%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.7%	100.0%	98.5%	100.0%	100.0%	99.1%	100.0%	99.6%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.6%	99.6%	100.0%	99.6%	99.6%	99.6%	100.0%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	75.0%	72.7%	100.0%	78.3%	100.0%	76.5%	92.3%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	96.6%	95.2%	96.4%	97.5%	96.5%	94.7%	98.0%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	86.4%	100.0%	100.0%	100.0%	94.1%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.1%	98.7%	98.8%	99.2%	99.6%	97.7%	99.3%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	68.4%	100.0%	95.8%	92.3%	82.4%	84.6%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	98.7%	98.7%	100.0%	100.0%	99.6%	99.2%	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

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	91.5%	99.5%	99.3%	100.0%	100.0%	97.5%	97.2%
Universal Transportation Systems	100.0%	92.6%	94.4%	97.9%	100.0%	94.3%	95.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	100.0%	98.9%	98.0%	99.3%	99.2%	95.7%

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	94.7%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	89.5%	81.8%	92.9%	100.0%	71.4%	87.5%	66.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	97.4%	95.7%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2021	2021	2021	2021	2022
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%	95.7%

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

Warren County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get in/out of the vehicle?								
Historical Average: 97.6%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 2.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	97.7%	100.0%	95.7%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	97.6%	100.0%	100.0%	97.1%	97.8%	97.4%	95.7%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	92.9%	100.0%	100.0%	87.5%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	97.6%	100.0%	100.0%	97.1%	100.0%	97.4%	95.7%

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

Warren County ESP

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 1.7%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	97.8%	100.0%	95.7%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%
Universal Transportation Systems	100.0%	89.5%	90.9%	100.0%	100.0%	85.7%	100.0%	66.7%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2020	2020	2020	2021	2021	2021	2021	2022
½ Historical Standard Deviation: 4.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	88.9%	100.0%	92.9%	100.0%	100.0%	93.8%	88.9%
Universal Transportation Systems	100.0%	78.9%	80.0%	100.0%	100.0%	85.7%	87.5%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	95.7%

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

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%	95.7%

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 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Central Connections	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%
Universal Transportation Systems	100.0%	89.5%	90.9%	100.0%	100.0%	100.0%	87.5%	83.3%
Valley Transport LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	95.7%

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

Warren 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 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 3, 2019 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

Appendix B: Provider Activity

Warren County ESP

Provider - Terminated	Service No Longer Delivered	Termination Effective
Home Care Network	Home Care Assistance	10/1/2021

Provider - New	Service Delivered	Effective
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare LLC	Home Care Assistance	5/17/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Kemper Shuttle Services	Transportation	10/1/2021
Valley Transport	Transportation	10/1/2021

Provider - On Hold	Service On Hold	Effective
Partners in Prime	Independent Living Assistance	11/12/2021 - 05/01/2022