



Warren County



Provider Quality Report

Quarter 3, 2022

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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).
- 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 Q2 2022, Appendix B has been changed to the "Provider Activity" sheet and can now be found on page 4 of this report. The "Provider Activity" sheet will list all providers who recently had a change in status such as one of the following: Terminated, newly added, or placed 'On Hold'.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.

Billable Unit Conversions:

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

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
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. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

Provider Quality Report: Provider Activity

Warren County ESP

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

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

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

Warren County ESP

Electronic Monitoring System

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Guardian Medical Monitoring, Inc.	3,497	3,388	3,387	3,350	3,404	3,327	3,191	3,262	26,804
Total Billable Units	3,497	3,388	3,387	3,350	3,404	3,327	3,191	3,262	26,804

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

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,113	1,105	1,092	1,081	1,109	1,081	1,040	1,032	1,082
Total Distinct Clients Served	1,113	1,105	1,092	1,081	1,109	1,081	1,040	1,032	1,082

Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Acumen Fiscal Agent	3,599	4,395	4,855	4,773	4,859	5,126	4,483	12	32,102
Palco, Inc.	0	0	0	0	0	0	0	6,326	6,326
Total Billable Units	3,599	4,395	4,855	4,773	4,859	5,126	4,483	6,338	38,427

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.19%
Palco, Inc.	0	0	0	0	0	0	0	99.81%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Acumen Fiscal Agent	45	51	53	55	51	65	58	1	47
Palco, Inc.	0	0	0	0	0	0	0	71	71
Total Distinct Clients Served	45	51	53	55	51	65	58	72	50

Home Care Assistance

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	94	136	150	82	461
A Miracle Home Care	5,966	6,139	6,692	6,630	6,509	5,675	6,440	6,085	50,135
Always There Healthcare LLC	0	0	0	0	0	28	1	0	29
Assisted Care by Black Stone of CIN	5,546	5,694	4,829	2,561	5,170	3,660	3,732	3,320	34,512
Helping Hands Private Duty Homecare	6,352	5,948	5,872	5,110	4,535	3,622	3,833	971	36,244
Interim HomeStyles of Greater Cincinnati, Inc.	2,090	1,997	1,760	1,590	1,396	1,074	1,095	888	11,890
Nova Home Care	0	0	0	0	72	24	22	62	179
Prime Home Care, LLC	126	106	29	98	135	127	112	112	845
Quality Care	567	514	995	896	899	533	584	549	5,536
SH of Southern Ohio LLC	0	0	0	259	65	159	200	994	1,676
Superior Home Care, Inc.	0	0	0	0	0	0	0	162	162
Total Billable Units	20,646	20,397	20,177	17,143	18,875	15,037	16,169	13,222	141,666

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	0	0	0	0	0.50%	0.90%	0.93%	0.62%
A Miracle Home Care	28.89%	30.10%	33.16%	38.67%	34.48%	37.74%	39.83%	46.02%
Always There Healthcare LLC	0	0	0	0	0	0.19%	0.01%	0
Assisted Care by Black Stone of CIN	26.86%	27.92%	23.93%	14.94%	27.39%	24.34%	23.08%	25.11%
Helping Hands Private Duty Homecare	30.77%	29.16%	29.10%	29.81%	24.03%	24.09%	23.71%	7.34%
Interim HomeStyles of Greater Cincinnati, Inc.	10.12%	9.79%	8.72%	9.27%	7.40%	7.14%	6.77%	6.71%
Nova Home Care	0	0	0	0	0.38%	0.16%	0.14%	0.47%
Prime Home Care, LLC	0.61%	0.52%	0.14%	0.57%	0.72%	0.84%	0.69%	0.85%
Quality Care	2.74%	2.52%	4.93%	5.23%	4.76%	3.54%	3.61%	4.15%
SH of Southern Ohio LLC	0	0	0	1.51%	0.35%	1.05%	1.24%	7.52%
Superior Home Care, Inc.	0	0	0	0	0	0	0	1.22%
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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	1	4	4	4	3
A Miracle Home Care	217	230	249	236	240	220	232	233	232
Always There Healthcare LLC	0	0	0	0	0	1	1	0	1
Assisted Care by Black Stone of CIN	227	206	173	140	138	131	129	125	159
Helping Hands Private Duty Homecare	250	216	216	202	179	155	146	132	187
Interim HomeStyles of Greater Cincinnati, Inc.	92	81	66	63	59	41	38	36	60
Nova Home Care	0	0	0	0	6	2	3	4	4
Prime Home Care, LLC	4	3	3	4	4	4	4	3	4
Quality Care	26	23	56	47	42	38	35	29	37
SH of Southern Ohio LLC	0	0	0	26	11	18	17	64	27
Superior Home Care, Inc.	0	0	0	0	0	0	0	21	21
Total Distinct Clients Served	816	759	763	718	680	614	609	651	88

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Central Connections	2,965	3,267	2,871	2,539	2,200	2,326	2,017	2,083	20,268
Mayerson JCC (Jewish Community Center)	484	384	406	399	575	753	695	739	4,435
Warren County Community Service	64,108	59,095	58,103	55,888	56,909	55,602	58,331	59,599	467,635
Total Billable Units	67,557	62,746	61,380	58,826	59,684	58,681	61,043	62,421	492,338

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	4.39%	5.21%	4.68%	4.32%	3.69%	3.96%	3.30%	3.34%
Mayerson JCC (Jewish Community Center)	0.72%	0.61%	0.66%	0.68%	0.96%	1.28%	1.14%	1.18%
Warren County Community Service	94.89%	94.18%	94.66%	95.01%	95.35%	94.75%	95.56%	95.48%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Central Connections	49	53	46	42	36	39	40	39	43
Mayerson JCC (Jewish Community Center)	10	11	10	8	15	14	14	18	13
Warren County Community Service	920	920	894	861	872	884	915	960	903
Total Distinct Clients Served	979	984	950	911	923	937	969	1,017	320

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
American Ramp Systems	0	0	0	0	0	2	6	4	12
Bernens Medical	3	12	11	11	19	10	12	15	93
Home First	3	4	2	1	2	5	0	2	19
Mullaney's Pharmacy & Home Health Care	5	3	1	1	0	3	5	3	21
People Working Cooperatively, Inc.	0	0	0	0	0	0	0	2	2
Stateline Medical Equipment	0	0	6	1	1	3	0	1	12
Total Billable Units	11	19	20	14	22	23	23	27	159

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
American Ramp Systems	0	0	0	0	0	8.70%	26.09%	14.81%
Bernens Medical	27.27%	63.16%	55.00%	78.57%	86.36%	43.48%	52.17%	55.56%
Home First	27.27%	21.05%	10.00%	7.14%	9.09%	21.74%	0	7.41%
Mullaney's Pharmacy & Home Health Care	45.45%	15.79%	5.00%	7.14%	0	13.04%	21.74%	11.11%
People Working Cooperatively, Inc.	0	0	0	0	0	0	0	7.41%
Stateline Medical Equipment	0	0	30.00%	7.14%	4.55%	13.04%	0	3.70%
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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	0	1	2	2	2
Bernens Medical	3	9	10	11	18	9	12	12	11
Home First	3	4	2	1	2	5	0	2	3
Mullaney's Pharmacy & Home Health Care	2	2	1	1	0	3	4	1	2
People Working Cooperatively, Inc.	0	0	0	0	0	0	0	1	1
Stateline Medical Equipment	0	0	5	1	1	3	0	1	2
Total Distinct Clients Served	8	15	18	14	21	21	18	19	4

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	1	1	0	2	0	1	1	7
Home First	11	12	13	15	28	23	21	16	139
MedAdapt Ltd.	9	12	8	7	10	17	9	6	78
People Working Cooperatively, Inc.	0	2	0	1	0	1	4	1	9
Stateline Medical Equipment	1	7	6	1	1	0	5	2	23
Tri-State Maintenance	4	1	9	6	6	1	4	7	38
Total Billable Units	26	35	37	30	47	42	44	33	294

Market Share								
Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Custom Home Elevator & Lift Co. Inc.	3.85%	2.86%	2.70%	0	4.26%	0	2.27%	3.03%
Home First	42.31%	34.29%	35.14%	50.00%	59.57%	54.76%	47.73%	48.48%
MedAdapt Ltd.	34.62%	34.29%	21.62%	23.33%	21.28%	40.48%	20.45%	18.18%
People Working Cooperatively, Inc.	0	5.71%	0	3.33%	0	2.38%	9.09%	3.03%
Stateline Medical Equipment	3.85%	20.00%	16.22%	3.33%	2.13%	0	11.36%	6.06%
Tri-State Maintenance	15.38%	2.86%	24.32%	20.00%	12.77%	2.38%	9.09%	21.21%
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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	1	1	0	2	0	1	1	1
Home First	9	11	13	14	23	18	19	16	15
MedAdapt Ltd.	7	11	8	7	10	15	8	6	9
People Working Cooperatively, Inc.	0	2	0	1	0	1	4	1	2
Stateline Medical Equipment	1	6	4	1	1	0	5	2	3
Tri-State Maintenance	3	1	9	6	6	1	4	6	5
Total Distinct Clients Served	21	32	35	29	42	35	41	32	6

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Central Connections	13	14	14	3	0	60	170	131	404
Partners in Prime	100	126	170	160	109	23	0	0	687
Total Billable Units	113	141	183	162	109	83	170	131	1,091

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

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Central Connections	1	1	1	1	0	38	48	47	20
Partners in Prime	31	41	45	46	39	21	0	0	37
Total Distinct Clients Served	32	42	46	47	39	59	48	47	28

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Home First	1	3	0	4	1	1	1	3	14
Total Billable Units	1	3	0	4	1	1	1	3	14

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

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

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
All Gone Termite & Pest Control, Inc.	3	4	7	8	8	8	6	8	52
Milt's Termite & Pest Control	4	4	5	3	5	2	1	3	27
Total Billable Units	7	8	12	11	13	10	7	11	79

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
All Gone Termite & Pest Control, Inc.	42.86%	50.00%	58.33%	72.73%	61.54%	80.00%	85.71%	72.73%
Milt's Termite & Pest Control	57.14%	50.00%	41.67%	27.27%	38.46%	20.00%	14.29%	27.27%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Total Billable Units
Central Connections	86	76	16	41	83	85	51	53	491
Kemper Shuttle Services	0	0	0	0	0	0	0	2	2
Meda-Care Transportation, Inc.	320	272	232	206	201	139	124	206	1,700
Universal Transportation Systems	160	113	40	73	70	84	78	71	689
Valley Transport LLC	0	0	0	0	60	41	40	68	209
Warren County Community Service	668	743	882	917	872	945	973	975	6,975
Total Billable Units	1,234	1,204	1,170	1,237	1,286	1,294	1,266	1,375	10,066

Market Share								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	6.97%	6.31%	1.37%	3.31%	6.45%	6.57%	4.03%	3.85%
Kemper Shuttle Services	0	0	0	0	0	0	0	0.15%
Meda-Care Transportation, Inc.	25.93%	22.59%	19.83%	16.65%	15.63%	10.74%	9.79%	14.98%
Universal Transportation Systems	12.97%	9.39%	3.42%	5.90%	5.44%	6.49%	6.16%	5.16%
Valley Transport LLC	0	0	0	0	4.67%	3.17%	3.16%	4.95%
Warren County Community Service	54.13%	61.71%	75.38%	74.13%	67.81%	73.03%	76.86%	70.91%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2021	2021	2021	2021	2022	2022	2022	
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Avg. Distinct Clients Served
Central Connections	6	4	3	8	4	6	7	7	6
Kemper Shuttle Services	0	0	0	0	0	0	0	1	1
Meda-Care Transportation, Inc.	35	35	30	24	22	18	25	23	27
Universal Transportation Systems	20	15	14	14	13	12	17	12	15
Valley Transport LLC	0	0	0	0	10	5	5	11	8
Warren County Community Service	74	85	81	95	85	89	87	88	86
Total Distinct Clients Served	135	139	128	141	134	130	141	142	29

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	0	0	0	0	0	0	0	2
A Miracle Home Care	68	63	72	68	85	72	68	80
Assisted Care by Black Stone of CIN	72	105	62	71	69	57	45	57
Helping Hands Private Duty Homecare	67	73	61	61	62	67	48	15
Interim HomeStyles of Greater Cincinnati, Inc.	22	32	23	23	25	15	14	15
Nova Home Care	0	0	0	0	0	1	1	1
Prime Home Care, LLC	2	0	1	0	1	0	1	0
Quality Care	4	9	10	16	16	20	8	19
SH of Southern Ohio LLC	0	0	0	3	5	5	4	18
Superior Home Care, Inc.	0	0	0	0	0	0	0	6

Home Delivered Meals								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	14	24	13	17	13	14	12	19
Mayerson JCC (Jewish Community Center)	2	0	3	3	4	4	8	1
Warren County Community Service	228	251	244	228	263	299	219	269

Medical Transportation								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	2	3	4	1	3	2	4	2
Kemper Shuttle Services	0	0	0	0	1	1	0	1
Meda-Care Transportation, Inc.	19	14	16	14	16	18	12	20
Universal Transportation Systems	11	14	8	8	8	6	5	10
Valley Transport LLC	0	0	0	0	1	5	3	9
Warren County Community Service	33	54	35	45	39	49	35	50

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	80.0%
A Miracle Home Care	94.4%	93.5%	95.7%	91.6%	92.4%	92.8%	92.0%	92.0%
Assisted Care by Black Stone of CIN	91.3%	90.9%	87.9%	88.5%	91.8%	94.8%	92.8%	90.7%
Helping Hands Private Duty Homecare	95.4%	95.5%	95.3%	96.5%	90.2%	92.2%	88.2%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	97.2%	97.4%	92.3%	97.8%	99.6%	94.9%	100.0%	96.8%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	60.0%	50.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	90.0%	No Data	100.0%	No Data	90.0%	No Data
Quality Care	100.0%	85.1%	96.9%	87.2%	85.9%	85.6%	97.5%	75.2%
SH of Southern Ohio LLC	No Data	No Data	No Data	91.7%	76.0%	85.7%	47.5%	94.1%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
A Miracle Home Care	87.9%	88.9%	93.7%	82.1%	86.1%	91.5%	88.2%	86.6%
Assisted Care by Black Stone of CIN	85.3%	77.7%	75.0%	78.3%	84.4%	93.9%	93.5%	84.3%
Helping Hands Private Duty Homecare	96.8%	95.5%	98.2%	98.2%	87.5%	91.8%	94.6%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	86.4%	100.0%	100.0%	90.9%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	90.0%	100.0%	100.0%	88.2%	100.0%	66.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	60.0%	100.0%	25.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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%								
Provider Name	2020	2021	2021	2021	2021	2022	2022	2022
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	85.5%	81.5%	98.4%	87.5%	87.1%	93.1%	86.8%	87.0%
Assisted Care by Black Stone of CIN	77.8%	78.0%	79.6%	82.1%	84.4%	87.0%	87.5%	80.4%
Helping Hands Private Duty Homecare	95.2%	98.5%	94.7%	96.4%	84.2%	88.3%	88.6%	84.6%
Interim HomeStyles of Greater Cincinnati, Inc.	95.2%	96.8%	91.3%	100.0%	100.0%	86.7%	100.0%	91.7%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	85.7%	100.0%	93.8%	86.7%	88.2%	100.0%	80.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	60.0%	50.0%	25.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	94.1%	93.5%	84.7%	88.2%	89.4%	88.7%	91.2%	87.5%
Assisted Care by Black Stone of CIN	97.2%	92.3%	86.9%	84.3%	92.8%	94.7%	93.3%	91.2%
Helping Hands Private Duty Homecare	74.6%	80.8%	75.4%	78.7%	66.1%	69.7%	58.3%	80.0%
Interim HomeStyles of Greater Cincinnati, Inc.	95.5%	96.8%	82.6%	91.3%	96.0%	93.3%	100.0%	93.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	66.7%	100.0%	50.0%	43.8%	65.0%	87.5%	64.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	66.7%	60.0%	80.0%	0.0%	83.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	100.0%	100.0%	100.0%	98.8%	98.6%	100.0%	98.8%
Assisted Care by Black Stone of CIN	98.6%	100.0%	100.0%	97.1%	98.6%	100.0%	100.0%	98.2%
Helping Hands Private Duty Homecare	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	97.9%	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	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	100.0%	100.0%	98.5%	96.5%	97.2%	97.1%	100.0%
Assisted Care by Black Stone of CIN	98.6%	99.0%	96.8%	97.1%	98.6%	100.0%	100.0%	98.2%
Helping Hands Private Duty Homecare	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	95.8%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.8%	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	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	93.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	98.5%	95.2%	98.6%	95.5%	96.5%	97.2%	97.1%	97.5%
Assisted Care by Black Stone of CIN	98.6%	100.0%	100.0%	97.1%	100.0%	98.2%	100.0%	96.5%
Helping Hands Private Duty Homecare	98.5%	100.0%	96.7%	100.0%	98.4%	100.0%	93.8%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	96.9%	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	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	93.8%	93.8%	100.0%	100.0%	81.3%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	100.0%	98.4%	98.6%	97.1%	97.6%	97.2%	98.5%	95.0%
Assisted Care by Black Stone of CIN	98.6%	99.0%	98.4%	95.7%	98.6%	100.0%	100.0%	98.2%
Helping Hands Private Duty Homecare	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%	93.8%	93.3%
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	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	87.5%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0.0%
A Miracle Home Care	90.7%	87.5%	96.4%	84.9%	89.4%	81.5%	76.1%	86.9%
Assisted Care by Black Stone of CIN	78.0%	79.1%	70.5%	73.5%	75.0%	86.5%	69.0%	73.9%
Helping Hands Private Duty Homecare	96.8%	92.2%	98.1%	98.1%	86.8%	87.3%	84.8%	92.3%
Interim HomeStyles of Greater Cincinnati, Inc.	95.0%	96.8%	80.0%	90.9%	100.0%	92.3%	100.0%	83.3%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	0.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	0.0%	No Data	100.0%	No Data	0.0%	No Data
Quality Care	100.0%	87.5%	88.9%	78.6%	78.6%	60.0%	100.0%	46.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	50.0%	60.0%	66.7%	25.0%	63.6%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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

Is your aide dependable?								
Historical Average: 89.6%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 6.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	94.1%	98.4%	91.7%	91.0%	92.9%	91.7%	94.0%	90.0%
Assisted Care by Black Stone of CIN	91.7%	95.2%	85.5%	91.4%	94.2%	94.7%	95.6%	91.2%
Helping Hands Private Duty Homecare	94.0%	93.2%	93.4%	96.7%	91.8%	90.9%	83.0%	93.3%
Interim HomeStyles of Greater Cincinnati, Inc.	90.9%	96.8%	91.3%	95.7%	100.0%	92.9%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	44.4%	90.0%	68.8%	68.8%	70.0%	87.5%	68.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	60.0%	60.0%	50.0%	94.4%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 6.6%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
A Miracle Home Care	92.6%	91.9%	94.4%	91.2%	89.4%	91.7%	91.2%	91.3%
Assisted Care by Black Stone of CIN	88.9%	88.2%	86.7%	88.6%	91.3%	93.0%	88.9%	94.6%
Helping Hands Private Duty Homecare	98.5%	94.5%	96.7%	98.4%	91.9%	94.0%	91.7%	85.7%
Interim HomeStyles of Greater Cincinnati, Inc.	95.5%	93.5%	91.3%	100.0%	100.0%	93.3%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data
Quality Care	100.0%	66.7%	100.0%	93.8%	93.8%	85.0%	100.0%	75.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	100.0%	60.0%	100.0%	50.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	No Data	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	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	95.1%	93.8%	88.3%	88.6%	92.0%	96.9%	88.6%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%
Warren County Community Service	98.3%	99.2%	99.3%	98.8%	98.6%	99.1%	98.8%	99.4%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	90.9%	90.9%	93.3%	88.9%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Warren County Community Service	99.5%	100.0%	100.0%	99.5%	100.0%	99.6%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	95.8%	84.6%	68.8%	84.6%	85.7%	83.3%	73.7%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	96.5%	98.4%	98.3%	96.9%	97.7%	97.0%	96.3%	98.9%

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

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9% ½ Historical Standard Deviation: 1.6%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	100.0%	90.0%	91.7%	88.9%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.5%	100.0%	100.0%	99.1%	100.0%	99.6%	99.5%	99.1%

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

Provider Quality Report: Satisfaction Metrics¹

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%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	100.0%	99.6%	99.6%	99.6%	100.0%	99.5%	99.6%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	78.3%	100.0%	76.5%	92.3%	85.7%	91.7%	68.4%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	95.2%	96.4%	97.5%	96.5%	94.7%	98.0%	97.3%	98.5%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	100.0%	100.0%	94.1%	84.6%	85.7%	100.0%	94.7%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.7%	98.8%	99.2%	99.6%	97.7%	99.0%	99.5%	99.3%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	95.8%	92.3%	82.4%	84.6%	85.7%	100.0%	72.2%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.7%	100.0%	100.0%	99.6%	99.2%	99.3%	98.6%	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

Medical Transportation SASI Scores

Overall Percentage								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	99.5%	99.3%	100.0%	100.0%	97.5%	97.2%	90.8%	97.9%
Universal Transportation Systems	94.4%	97.9%	100.0%	94.3%	95.0%	90.0%	74.0%	93.9%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	98.0%
Warren County Community Service	100.0%	98.9%	98.0%	99.3%	99.2%	95.8%	99.4%	99.4%

Can you depend on your transportation service?								
Historical Average: 96.1% ½ Historical Standard Deviation: 2.3%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	100.0%	93.8%	100.0%	91.7%	100.0%
Universal Transportation Systems	81.8%	92.9%	100.0%	71.4%	87.5%	66.7%	40.0%	80.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	96.3%	100.0%	100.0%	97.4%	95.8%	100.0%	97.9%

Do you feel safe and secure during your ride?								
Historical Average: 98.6% ½ Historical Standard Deviation: 1.4%								
	2020	2021	2021	2021	2021	2022	2022	2022
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	94.7%
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	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	98.1%	97.1%	100.0%	100.0%	95.7%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

½ Historical Standard Deviation: 2.5%

Provider Name	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	83.3%	100.0%
Universal Transportation Systems	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.1%	97.7%	100.0%	95.8%	100.0%	97.9%

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	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	83.3%	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	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.1%	97.8%	97.4%	95.8%	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	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%
Universal Transportation Systems	100.0%	92.9%	100.0%	100.0%	87.5%	83.3%	80.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.1%	100.0%	97.4%	95.8%	94.3%	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

Medical Transportation SASI Scores

Do you like the way your driver treats you?								
Historical Average: 98.6%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 1.7%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.1%	97.8%	100.0%	95.8%	100.0%	100.0%

Does the driver get you to your appointment at the scheduled time?								
Historical Average: 98.0%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	91.7%	100.0%
Universal Transportation Systems	90.9%	100.0%	100.0%	85.7%	100.0%	66.7%	40.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 4.5%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	92.9%	100.0%	100.0%	93.8%	88.9%	91.7%	94.7%
Universal Transportation Systems	80.0%	100.0%	100.0%	85.7%	87.5%	100.0%	40.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	80.0%
Warren County Community Service	100.0%	96.3%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 1.9%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	94.7%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	98.1%	97.1%	100.0%	100.0%	95.8%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2020	2021	2021	2021	2021	2022	2022	2022
½ Historical Standard Deviation: 2.4%								
Provider Name	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Central Connections	100.0%	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	100.0%	100.0%	No Data	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	91.7%	94.7%
Universal Transportation Systems	90.9%	100.0%	100.0%	100.0%	87.5%	83.3%	40.0%	88.9%
Valley Transport LLC	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.1%	100.0%	100.0%	95.8%	100.0%	97.9%

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 22,931 SASIs collected over a two year period from October 1, 2020 through September 30, 2022 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, 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 4, 2020 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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