



## Warren County



## Provider Quality Report

Quarter 2, 2023

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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 al Connections Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-Mar).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q2 2023, all services for Central Connections - HDM, ILA and Transportation have been placed on Hold.

#### 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
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

#### SASI Scoring:

SASI scored that consist of smaller sample sizes may have adverse impact on provider scores.

## Provider Quality Report: Provider Activity

### Warren County ESP

Provider - Terminated	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
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2022

Provider - New	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
Tri-State Maintenance	HME	2/17/2023
Homecare Mattress Inc.	HME	1/20/2023
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
CareStar Inc.	Home Care Assistance	5/1/2023
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

Provider - On Hold	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023
Central Connections	Independent Living Assistance	6/16/2023
Central Connections	Transportation	6/16/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2022

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Adult Day Service

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Otterbein Lebanon Adult Day Service	0	0	0	0	0	160	224	267	650
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>160</b>	<b>224</b>	<b>267</b>	<b>650</b>

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Otterbein Lebanon Adult Day Service	0	0	0	0	0	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	0	0	0	0	0	9	11	17	12
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>11</b>	<b>17</b>	<b>12</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Consumer Directed Care

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Acumen Fiscal Agent	4,773	4,859	5,126	4,483	12	0	0	0	19,253
Palco, Inc.	0	0	0	0	6,207	6,531	9,970	8,207	30,915
<b>Total Billable Units</b>	<b>4,773</b>	<b>4,859</b>	<b>5,126</b>	<b>4,483</b>	<b>6,219</b>	<b>6,531</b>	<b>9,970</b>	<b>8,207</b>	<b>50,167</b>

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	0.19%	0	0	0	
Palco, Inc.	0	0	0	0	99.81%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Acumen Fiscal Agent	55	51	65	58	1	0	0	0	46
Palco, Inc.	0	0	0	0	71	92	110	116	97
<b>Total Distinct Clients Served</b>	<b>55</b>	<b>51</b>	<b>65</b>	<b>58</b>	<b>72</b>	<b>92</b>	<b>110</b>	<b>116</b>	<b>69</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Care Assistance

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
A Best Home Care, Inc.	0	94	136	150	82	33	15	0	508
A Miracle Home Care	6,630	6,509	5,675	6,440	6,085	6,547	7,193	7,978	53,056
Always There Healthcare LLC	0	0	28	1	0	0	0	0	29
Assisted Care by Black Stone of CIN	2,561	5,170	3,660	3,732	3,320	3,033	2,742	2,515	26,733
Heavenly Helpers	0	0	0	0	0	0	0	20	20
Helping Hands Private Duty Homecare	5,110	4,535	3,622	3,833	971	0	0	0	18,071
Interim HomeStyles of Greater Cincinnati, Inc.	1,590	1,396	1,074	1,095	888	908	808	460	8,218
Nova Home Care	0	72	24	22	62	95	183	252	709
Prime Home Care, LLC	98	135	127	112	112	96	103	96	879
Quality Care	896	899	533	584	549	361	316	174	4,311
SH of Southern Ohio LLC	259	65	159	200	994	1,854	1,654	1,919	7,103
Superior Home Care, Inc.	0	0	0	0	162	268	101	110	640
<b>Total Billable Units</b>	<b>17,143</b>	<b>18,875</b>	<b>15,037</b>	<b>16,169</b>	<b>13,222</b>	<b>13,194</b>	<b>13,114</b>	<b>13,524</b>	<b>120,277</b>

Market Share									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	
A Best Home Care, Inc.	0	0.50%	0.90%	0.93%	0.62%	0.25%	0.11%	0	
A Miracle Home Care	38.67%	34.48%	37.74%	39.83%	46.02%	49.62%	54.85%	58.99%	
Always There Healthcare LLC	0	0	0.19%	0.01%	0	0	0	0	
Assisted Care by Black Stone of CIN	14.94%	27.39%	24.34%	23.08%	25.11%	22.99%	20.91%	18.60%	
Heavenly Helpers	0	0	0	0	0	0	0	0.15%	
Helping Hands Private Duty Homecare	29.81%	24.03%	24.09%	23.71%	7.34%	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	9.27%	7.40%	7.14%	6.77%	6.71%	6.88%	6.16%	3.40%	
Nova Home Care	0	0.38%	0.16%	0.14%	0.47%	0.72%	1.40%	1.87%	
Prime Home Care, LLC	0.57%	0.72%	0.84%	0.69%	0.85%	0.73%	0.79%	0.71%	
Quality Care	5.23%	4.76%	3.54%	3.61%	4.15%	2.74%	2.41%	1.29%	
SH of Southern Ohio LLC	1.51%	0.35%	1.05%	1.24%	7.52%	14.05%	12.61%	14.19%	
Superior Home Care, Inc.	0	0	0	0	1.22%	2.03%	0.77%	0.81%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	1	4	4	4	3	1	0	3
A Miracle Home Care	236	240	220	232	233	236	248	301	243
Always There Healthcare LLC	0	0	1	1	0	0	0	0	1
Assisted Care by Black Stone of CIN	140	138	131	129	125	104	98	84	119
Heavenly Helpers	0	0	0	0	0	0	0	1	1
Helping Hands Private Duty Homecare	202	179	155	146	132	0	0	0	163
Interim HomeStyles of Greater Cincinnati, Inc.	63	59	41	38	36	37	33	26	42
Nova Home Care	0	6	2	3	4	7	11	11	6
Prime Home Care, LLC	4	4	4	4	3	2	2	2	3
Quality Care	47	42	38	35	29	22	18	9	30
SH of Southern Ohio LLC	26	11	18	17	64	70	69	67	43
Superior Home Care, Inc.	0	0	0	0	21	19	8	7	14
<b>Total Distinct Clients Served</b>	<b>718</b>	<b>680</b>	<b>614</b>	<b>609</b>	<b>651</b>	<b>500</b>	<b>488</b>	<b>508</b>	<b>65</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Electronic Monitoring System

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Guardian Medical Monitoring, Inc.	3,350	3,404	3,327	3,191	3,262	3,233	2,690	3,754	26,209
<b>Total Billable Units</b>	<b>3,350</b>	<b>3,404</b>	<b>3,327</b>	<b>3,191</b>	<b>3,262</b>	<b>3,233</b>	<b>2,690</b>	<b>3,754</b>	<b>26,209</b>

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,081	1,109	1,081	1,040	1,032	1,032	1,008	1,042	1,053
<b>Total Distinct Clients Served</b>	<b>1,081</b>	<b>1,109</b>	<b>1,081</b>	<b>1,040</b>	<b>1,032</b>	<b>1,032</b>	<b>1,008</b>	<b>1,042</b>	<b>1,053</b>



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Delivered Meals

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Central Connections	2,539	2,200	2,326	2,017	2,083	2,152	2,554	2,555	18,426
Mayerson JCC (Jewish Community Center)	399	575	753	695	739	981	1,138	1,485	6,765
Warren County Community Service	55,888	56,909	55,602	58,331	59,599	61,244	59,205	60,485	467,263
<b>Total Billable Units</b>	<b>58,826</b>	<b>59,684</b>	<b>58,681</b>	<b>61,043</b>	<b>62,421</b>	<b>64,377</b>	<b>62,897</b>	<b>64,525</b>	<b>492,454</b>

Market Share								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Central Connections	4.32%	3.69%	3.96%	3.30%	3.34%	3.34%	4.06%	3.96%
Mayerson JCC (Jewish Community Center)	0.68%	0.96%	1.28%	1.14%	1.18%	1.52%	1.81%	2.30%
Warren County Community Service	95.01%	95.35%	94.75%	95.56%	95.48%	95.13%	94.13%	93.74%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Central Connections	42	36	39	40	39	36	51	48	41
Mayerson JCC (Jewish Community Center)	8	15	14	14	18	20	24	29	18
Warren County Community Service	861	872	884	915	960	955	941	959	918
<b>Total Distinct Clients Served</b>	<b>911</b>	<b>923</b>	<b>937</b>	<b>969</b>	<b>1,017</b>	<b>1,011</b>	<b>1,016</b>	<b>1,036</b>	<b>326</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Medical Equipment

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
American Ramp Systems	0	0	2	6	4	6	7	5	30
Bernens Medical	11	19	10	12	15	23	49	23	162
Home First	1	2	5	0	2	2	0	1	13
Mullaney's Pharmacy & Home Health Care	1	0	3	5	3	7	5	7	31
People Working Cooperatively, Inc.	0	0	0	0	2	4	3	3	12
Stateline Medical Equipment	1	1	3	0	1	0	1	6	13
<b>Total Billable Units</b>	<b>14</b>	<b>22</b>	<b>23</b>	<b>23</b>	<b>27</b>	<b>42</b>	<b>65</b>	<b>45</b>	<b>261</b>

Market Share									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	
American Ramp Systems	0	0	8.70%	26.09%	14.81%	14.29%	10.77%	11.11%	
Bernens Medical	78.57%	86.36%	43.48%	52.17%	55.56%	54.76%	75.38%	51.11%	
Home First	7.14%	9.09%	21.74%	0	7.41%	4.76%	0	2.22%	
Mullaney's Pharmacy & Home Health Care	7.14%	0	13.04%	21.74%	11.11%	16.67%	7.69%	15.56%	
People Working Cooperatively, Inc.	0	0	0	0	7.41%	9.52%	4.62%	6.67%	
Stateline Medical Equipment	7.14%	4.55%	13.04%	0	3.70%	0	1.54%	13.33%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
American Ramp Systems	0	0	1	2	2	4	4	3	3
Bernens Medical	11	18	9	12	12	21	32	20	17
Home First	1	2	5	0	2	2	0	1	2
Mullaney's Pharmacy & Home Health Care	1	0	3	4	1	6	5	7	4
People Working Cooperatively, Inc.	0	0	0	0	1	1	1	1	1
Stateline Medical Equipment	1	1	3	0	1	0	1	6	2
<b>Total Distinct Clients Served</b>	<b>14</b>	<b>21</b>	<b>21</b>	<b>18</b>	<b>19</b>	<b>34</b>	<b>43</b>	<b>38</b>	<b>6</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Modification

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	0	1	2	7
Home First	15	28	23	21	16	37	26	15	181
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	7	10	17	9	6	10	9	7	75
People Working Cooperatively, Inc.	1	0	1	4	1	0	0	1	8
Stateline Medical Equipment	1	1	0	5	2	3	8	6	26
Tri-State Maintenance	6	6	1	4	7	8	11	3	46
<b>Total Billable Units</b>	<b>30</b>	<b>47</b>	<b>42</b>	<b>44</b>	<b>33</b>	<b>58</b>	<b>55</b>	<b>36</b>	<b>345</b>

Market Share									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	
Custom Home Elevator & Lift Co. Inc.	0	4.26%	0	2.27%	3.03%	0	1.82%	5.56%	
Home First	50.00%	59.57%	54.76%	47.73%	48.48%	63.79%	47.27%	41.67%	
HomeCare Mattress Inc.	0	0	0	0	0	0	0	5.56%	
MedAdapt Ltd.	23.33%	21.28%	40.48%	20.45%	18.18%	17.24%	16.36%	19.44%	
People Working Cooperatively, Inc.	3.33%	0	2.38%	9.09%	3.03%	0	0	2.78%	
Stateline Medical Equipment	3.33%	2.13%	0	11.36%	6.06%	5.17%	14.55%	16.67%	
Tri-State Maintenance	20.00%	12.77%	2.38%	9.09%	21.21%	13.79%	20.00%	8.33%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	2	0	1	1	0	1	2	1
Home First	14	23	18	19	16	33	25	15	20
HomeCare Mattress Inc.	0	0	0	0	0	0	0	2	2
MedAdapt Ltd.	7	10	15	8	6	10	9	7	9
People Working Cooperatively, Inc.	1	0	1	4	1	0	0	1	2
Stateline Medical Equipment	1	1	0	5	2	3	8	6	4
Tri-State Maintenance	6	6	1	4	6	7	10	3	5
<b>Total Distinct Clients Served</b>	<b>29</b>	<b>42</b>	<b>35</b>	<b>41</b>	<b>32</b>	<b>53</b>	<b>53</b>	<b>36</b>	<b>8</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Independent Living Assistance

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Central Connections	3	0	60	170	131	134	90	57	645
Partners in Prime	160	109	23	0	0	0	0	0	291
<b>Total Billable Units</b>	<b>162</b>	<b>109</b>	<b>83</b>	<b>170</b>	<b>131</b>	<b>134</b>	<b>90</b>	<b>57</b>	<b>936</b>

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	1.54%	0	72.73%	100.00%	100.00%	100.00%	100.00%	100.00%
Partners in Prime	98.46%	100.00%	27.27%	0	0	0	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Central Connections	1	0	38	48	47	48	49	34	38
Partners in Prime	46	39	21	0	0	0	0	0	35
<b>Total Distinct Clients Served</b>	<b>47</b>	<b>39</b>	<b>59</b>	<b>48</b>	<b>47</b>	<b>48</b>	<b>49</b>	<b>34</b>	<b>37</b>

## Provider Quality Report: Service Metrics

Warren County ESP

### Major Housecleaning

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
Home First	4	1	1	1	3	2	7	2	21
<b>Total Billable Units</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>21</b>

Market Share									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
Home First	4	1	1	1	3	2	7	2	3
<b>Total Distinct Clients Served</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>3</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Pest Control

Billable Units									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Total Billable Units
All Gone Termite & Pest Control, Inc.	8	8	8	6	8	7	2	0	47
Milt's Termite & Pest Control	3	5	2	1	3	7	14	21	56
<b>Total Billable Units</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>14</b>	<b>16</b>	<b>21</b>	<b>103</b>

Market Share								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
All Gone Termite & Pest Control, Inc.	72.73%	61.54%	80.00%	85.71%	72.73%	50.00%	12.50%	0
Milt's Termite & Pest Control	27.27%	38.46%	20.00%	14.29%	27.27%	50.00%	87.50%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2022	2022	2022	2022	2023	2023	
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	4	4	4	3	4	3	1	0	3
Milt's Termite & Pest Control	2	3	1	1	1	3	7	9	3
<b>Total Distinct Clients Served</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>3</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Transportation

Billable Units									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Total Billable Units
Central Connections	41	83	85	51	53	71	85	84	553
Kemper Shuttle Services	0	0	0	0	2	0	0	0	2
Meda-Care Transportation, Inc.	206	201	139	124	206	180	161	139	1,356
Universal Transportation Systems	73	70	84	78	71	36	27	14	453
Valley Transport LLC	0	60	41	40	68	111	266	238	824
Warren County Community Service	917	872	945	973	975	785	966	1,062	7,495
<b>Total Billable Units</b>	<b>1,237</b>	<b>1,286</b>	<b>1,294</b>	<b>1,266</b>	<b>1,375</b>	<b>1,183</b>	<b>1,505</b>	<b>1,537</b>	<b>10,683</b>

Market Share									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	
Central Connections	3.31%	6.45%	6.57%	4.03%	3.85%	6.00%	5.65%	5.47%	
Kemper Shuttle Services	0	0	0	0	0.15%	0	0	0	
Meda-Care Transportation, Inc.	16.65%	15.63%	10.74%	9.79%	14.98%	15.22%	10.70%	9.04%	
Universal Transportation Systems	5.90%	5.44%	6.49%	6.16%	5.16%	3.04%	1.79%	0.91%	
Valley Transport LLC	0	4.67%	3.17%	3.16%	4.95%	9.38%	17.67%	15.48%	
Warren County Community Service	74.13%	67.81%	73.03%	76.86%	70.91%	66.36%	64.19%	69.10%	
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

Distinct Clients Served									
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	Avg. Distinct Clients Served
Central Connections	8	4	6	7	7	7	5	4	6
Kemper Shuttle Services	0	0	0	0	1	0	0	0	1
Meda-Care Transportation, Inc.	24	22	18	25	23	21	23	19	22
Universal Transportation Systems	14	13	12	17	12	9	7	3	11
Valley Transport LLC	0	10	5	5	11	19	18	23	13
Warren County Community Service	95	85	89	87	88	84	91	100	90
<b>Total Distinct Clients Served</b>	<b>141</b>	<b>134</b>	<b>130</b>	<b>141</b>	<b>142</b>	<b>140</b>	<b>144</b>	<b>149</b>	<b>28</b>

## Provider Quality Report: Satisfaction Metrics

### Warren County ESP

#### Warren County ESP SASI Counts

Home Care Assistance								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	0	0	0	0	2	1	2	1
A Miracle Home Care	68	85	72	68	80	90	87	99
Assisted Care by Black Stone of CIN	71	69	57	45	57	39	50	33
Helping Hands Private Duty Homecare	61	62	67	48	15	2	1	0
Interim HomeStyles of Greater Cincinnati, Inc.	23	25	15	14	15	13	14	11
Nova Home Care	0	0	1	1	1	6	1	3
Prime Home Care, LLC	0	1	0	1	0	0	0	1
Quality Care	16	16	20	8	20	7	11	5
SH of Southern Ohio LLC	3	5	5	4	18	19	28	26
Superior Home Care, Inc.	0	0	0	0	6	5	3	3

Home Delivered Meals								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	17	13	14	12	19	14	15	12
Mayerson JCC (Jewish Community Center)	3	4	4	8	1	9	4	12
Warren County Community Service	228	263	299	219	270	301	290	329

Medical Transportation								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	0	3	2	4	2	5	4	9
Kemper Shuttle Services	0	1	1	0	1	0	1	1
Meda-Care Transportation, Inc.	14	16	18	12	21	27	23	16
Universal Transportation Systems	8	8	6	5	10	7	9	4
Valley Transport LLC	0	1	5	3	9	11	6	13
Warren County Community Service	45	39	49	35	50	70	52	60



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Warren County ESP

### Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	80.0%	100.0%	60.0%	0.0%
A Miracle Home Care	91.6%	92.4%	92.8%	92.0%	92.0%	87.1%	95.3%	95.6%
Assisted Care by Black Stone of CIN	88.5%	91.8%	94.8%	92.8%	90.7%	85.7%	86.7%	91.0%
Helping Hands Private Duty Homecare	96.5%	90.2%	92.2%	88.2%	92.3%	100.0%	0.0%	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.8%	99.6%	94.9%	100.0%	96.8%	96.7%	98.3%	99.1%
Nova Home Care	No Data	No Data	60.0%	50.0%	100.0%	86.7%	70.0%	86.7%
Prime Home Care, LLC	No Data	100.0%	No Data	90.0%	No Data	No Data	No Data	50.0%
Quality Care	87.2%	85.9%	85.6%	97.5%	70.6%	80.0%	84.0%	66.0%
SH of Southern Ohio LLC	91.7%	76.0%	85.7%	47.5%	94.1%	94.3%	94.0%	99.4%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	96.7%	96.7%	95.0%

#### Are the people at [HCA Service Provider] responsive?

Historical Average: 90.2%

½ Historical Standard Deviation: 5.4%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%	No Data
A Miracle Home Care	82.1%	86.1%	91.5%	88.2%	86.6%	79.7%	96.7%	97.2%
Assisted Care by Black Stone of CIN	78.3%	84.4%	93.9%	93.5%	84.3%	75.0%	80.0%	87.5%
Helping Hands Private Duty Homecare	98.2%	87.5%	91.8%	94.6%	100.0%	100.0%	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	No Data
Quality Care	100.0%	100.0%	88.2%	100.0%	61.5%	85.7%	85.7%	100.0%
SH of Southern Ohio LLC	100.0%	60.0%	100.0%	25.0%	100.0%	86.7%	95.5%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	50.0%	No Data
A Miracle Home Care	87.5%	87.1%	93.1%	86.8%	87.0%	76.6%	95.2%	97.4%
Assisted Care by Black Stone of CIN	82.1%	84.4%	87.0%	87.5%	80.4%	70.0%	79.5%	86.4%
Helping Hands Private Duty Homecare	96.4%	84.2%	88.3%	88.6%	84.6%	100.0%	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	86.7%	100.0%	91.7%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	83.3%	No Data	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	0.0%
Quality Care	93.8%	86.7%	88.2%	100.0%	75.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	60.0%	50.0%	25.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	No Data	No Data
A Miracle Home Care	88.2%	89.4%	88.7%	91.2%	87.5%	84.3%	88.4%	91.8%
Assisted Care by Black Stone of CIN	84.3%	92.8%	94.7%	93.3%	91.2%	87.2%	79.6%	93.5%
Helping Hands Private Duty Homecare	78.7%	66.1%	69.7%	58.3%	80.0%	100.0%	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	91.3%	96.0%	93.3%	100.0%	93.3%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	50.0%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Quality Care	50.0%	43.8%	65.0%	87.5%	61.1%	71.4%	60.0%	60.0%
SH of Southern Ohio LLC	66.7%	60.0%	80.0%	No Data	83.3%	100.0%	96.4%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

#### Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	100.0%	98.8%	98.6%	100.0%	98.8%	98.9%	100.0%	100.0%
Assisted Care by Black Stone of CIN	97.1%	98.6%	100.0%	100.0%	98.2%	97.4%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	98.4%	100.0%	97.9%	100.0%	100.0%	No Data	No Data
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	100.0%
Quality Care	100.0%	100.0%	100.0%	100.0%	82.4%	85.7%	100.0%	80.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

#### Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	98.5%	96.5%	97.2%	97.1%	100.0%	97.8%	98.8%	99.0%
Assisted Care by Black Stone of CIN	97.1%	98.6%	100.0%	100.0%	98.2%	97.4%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	98.4%	100.0%	95.8%	93.3%	100.0%	No Data	No Data
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Quality Care	93.8%	100.0%	100.0%	100.0%	88.2%	71.4%	100.0%	80.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	96.4%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

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	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	50.0%	No Data
A Miracle Home Care	95.5%	96.5%	97.2%	97.1%	97.5%	94.4%	100.0%	100.0%
Assisted Care by Black Stone of CIN	97.1%	100.0%	98.2%	100.0%	96.5%	97.4%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	98.4%	100.0%	93.8%	100.0%	100.0%	No Data	No Data
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Quality Care	93.8%	93.8%	100.0%	100.0%	76.5%	85.7%	100.0%	80.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	96.4%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	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	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	No Data
A Miracle Home Care	97.1%	97.6%	97.2%	98.5%	95.0%	92.0%	96.5%	100.0%
Assisted Care by Black Stone of CIN	95.7%	98.6%	100.0%	100.0%	98.2%	97.4%	100.0%	100.0%
Helping Hands Private Duty Homecare	98.4%	98.4%	100.0%	93.8%	93.3%	100.0%	No Data	No Data
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	No Data	No Data	100.0%
Quality Care	100.0%	93.8%	100.0%	100.0%	82.4%	85.7%	100.0%	80.0%
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	75.0%	100.0%	94.7%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	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	2021	2021	2022	2022	2022	2022	2023	2023
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	100.0%	50.0%	No Data
A Miracle Home Care	84.9%	89.4%	81.5%	76.1%	86.9%	76.1%	85.5%	80.0%
Assisted Care by Black Stone of CIN	73.5%	75.0%	86.5%	69.0%	73.9%	50.0%	58.3%	59.1%
Helping Hands Private Duty Homecare	98.1%	86.8%	87.3%	84.8%	92.3%	100.0%	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.9%	100.0%	92.3%	100.0%	83.3%	66.7%	83.3%	100.0%
Nova Home Care	No Data	No Data	100.0%	No Data	100.0%	83.3%	No Data	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Quality Care	78.6%	78.6%	60.0%	100.0%	43.8%	42.9%	44.4%	No Data
SH of Southern Ohio LLC	50.0%	60.0%	66.7%	25.0%	63.6%	66.7%	73.3%	93.8%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	66.7%	66.7%	50.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

Warren County ESP

### Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	50.0%	No Data
A Miracle Home Care	91.0%	92.9%	91.7%	94.0%	90.0%	86.2%	95.3%	93.8%
Assisted Care by Black Stone of CIN	91.4%	94.2%	94.7%	95.6%	91.2%	92.3%	82.0%	93.5%
Helping Hands Private Duty Homecare	96.7%	91.8%	90.9%	83.0%	93.3%	100.0%	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	66.7%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Quality Care	68.8%	68.8%	70.0%	87.5%	64.7%	85.7%	70.0%	40.0%
SH of Southern Ohio LLC	100.0%	60.0%	60.0%	50.0%	94.4%	94.7%	92.9%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	50.0%	No Data
A Miracle Home Care	91.2%	89.4%	91.7%	91.2%	91.3%	85.4%	96.5%	96.9%
Assisted Care by Black Stone of CIN	88.6%	91.3%	93.0%	88.9%	94.6%	92.3%	88.0%	90.3%
Helping Hands Private Duty Homecare	98.4%	91.9%	94.0%	91.7%	85.7%	100.0%	0.0%	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	90.9%
Nova Home Care	No Data	No Data	100.0%	100.0%	100.0%	83.3%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	100.0%
Quality Care	93.8%	93.8%	85.0%	100.0%	70.6%	85.7%	80.0%	40.0%
SH of Southern Ohio LLC	100.0%	60.0%	100.0%	50.0%	100.0%	100.0%	89.3%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	88.3%	88.6%	92.0%	96.9%	88.6%	83.6%	88.2%	89.1%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	96.9%	100.0%
Warren County Community Service	98.8%	98.6%	99.1%	98.8%	99.4%	98.7%	98.6%	99.1%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5% ½ Historical Standard Deviation: 1.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	93.3%	88.9%	100.0%	100.0%	100.0%	88.9%	90.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	99.5%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%

Are your meals good?								
Historical Average: 94.6% ½ Historical Standard Deviation: 2.1%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	68.8%	84.6%	85.7%	83.3%	73.7%	71.4%	86.7%	66.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	96.9%	97.7%	97.0%	96.3%	98.9%	97.3%	96.9%	97.9%

Can you depend on your meals driver?								
Historical Average: 99.4% ½ Historical Standard Deviation: 0.6%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	92.3%	100.0%	100.0%	100.0%	83.3%	78.6%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9% ½ Historical Standard Deviation: 1.6%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	91.7%	88.9%	100.0%	100.0%	100.0%	85.7%	90.0%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.1%	100.0%	99.6%	99.5%	99.1%	98.8%	99.6%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	92.3%	92.9%	100.0%	100.0%	100.0%	100.0%	91.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	99.6%	100.0%	99.5%	99.6%	100.0%	99.3%	98.8%

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

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	76.5%	92.3%	85.7%	91.7%	68.4%	64.3%	80.0%	75.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	96.5%	94.7%	98.0%	97.3%	98.5%	96.3%	95.8%	97.6%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	94.1%	84.6%	85.7%	100.0%	94.7%	100.0%	100.0%	90.9%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
Warren County Community Service	99.6%	97.7%	99.0%	99.5%	99.3%	99.0%	98.3%	99.1%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	82.4%	84.6%	85.7%	100.0%	72.2%	75.0%	80.0%	88.9%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	99.2%	99.3%	98.6%	99.6%	98.3%	99.3%	99.7%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Medical Transportation SASI Scores

Overall Percentage								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	90.0%
Meda-Care Transportation, Inc.	100.0%	97.5%	97.2%	90.8%	98.0%	96.5%	94.2%	100.0%
Universal Transportation Systems	94.3%	95.0%	90.0%	74.0%	93.9%	87.1%	75.6%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	98.0%	95.5%	95.0%	100.0%
Warren County Community Service	99.3%	99.2%	95.8%	99.4%	99.4%	100.0%	99.8%	99.6%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	93.8%	100.0%	91.7%	100.0%	96.2%	90.5%	100.0%
Universal Transportation Systems	71.4%	87.5%	66.7%	40.0%	80.0%	71.4%	55.6%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	81.8%	83.3%	100.0%
Warren County Community Service	100.0%	97.4%	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	91.7%	95.0%	92.0%	95.2%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	93.8%	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	77.8%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	97.7%	100.0%	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	93.8%	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	88.9%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	97.8%	97.4%	95.8%	100.0%	100.0%	100.0%	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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	95.2%	100.0%
Universal Transportation Systems	100.0%	87.5%	83.3%	80.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%
Warren County Community Service	100.0%	97.4%	95.8%	94.3%	100.0%	100.0%	100.0%	100.0%

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



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	95.2%	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	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Warren County Community Service	97.8%	100.0%	95.8%	100.0%	100.0%	100.0%	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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	88.9%	91.7%	100.0%	96.2%	95.2%	100.0%
Universal Transportation Systems	85.7%	100.0%	66.7%	40.0%	90.0%	85.7%	55.6%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	90.9%	83.3%	100.0%
Warren County Community Service	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	98.1%

##### 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%

	2021	2021	2022	2022	2022	2022	2023	2023
Provider Name	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	93.8%	88.9%	91.7%	95.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	85.7%	87.5%	100.0%	40.0%	90.0%	71.4%	44.4%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	80.0%	90.9%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	98.1%

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

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

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	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	91.7%	95.0%	92.3%	85.7%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	88.9%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	97.7%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	94.4%	91.7%	95.0%	92.3%	95.2%	100.0%
Universal Transportation Systems	100.0%	87.5%	83.3%	40.0%	88.9%	71.4%	55.6%	100.0%
Valley Transport LLC	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%

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

## 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 19,955 SASIs collected over a two year period from July 1, 2021 through June 30th 2023 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 3, 2021 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

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